A REPORT TO OUR COMMUNITY 2015

GROWING STRONGER Together

Lowell General Hospital

A CIRCLE HEALTH MEMBER
Complete connected care™
We recognize that our hospital is relied upon to improve the community in which we live. But the only way we can make this impact is by working with the dedicated people who call this place home. Thank you to everyone who has helped us make Greater Lowell a healthier community by coming out to support our events, donating to improve our future and entrusting us with the care of you and your loved ones.

Norm Deschene, Chief Executive Officer
Dear Friends,

Thank you for taking a moment to learn more about how Lowell General Hospital is working to make Greater Lowell a stronger, healthier community every day.

As we honor our 125th anniversary this year, we are reminded of our proud history, as well as our evolution into an organization that does much more than care for the injured and sick. As your community hospital, we have a responsibility to make Greater Lowell a better, healthier place to live, and we do that in many different ways. These efforts can be as straightforward as educating expecting parents, or as complex as fighting the opioid epidemic.

We also realize that an organization of this size can and should be an invaluable partner to the dedicated individuals and groups who work to make a difference in this community. That is why we chose to celebrate this milestone in our history under the theme “Growing Stronger Together.” Inside, I invite you to read more about our partnerships with UMass Lowell, the Town of Westford and the Lowell Housing Authority. Each initiative is different, but the goal is the same – a healthier, stronger community for all of us.

But we can’t do this alone. Much of the support we bring to this community is only possible through the incredible generosity we receive through events like the Circle Health Ball for Community Initiatives, the Lowell General Hospital Challenge Golf Tournament and TeamWalk for CancerCare. These events raise money that funds programs and initiatives in every corner of Greater Lowell, while also helping us fulfill our promise to provide Complete connected care to our patients with state-of-the-art technology and resources.

This evolution is the reason we have put together this Report to the Community. I hope you will take a few minutes to review the following pages to see how Lowell General Hospital and Circle Health work to positively impact our community, and the vital support our community provides to improve health and well-being of the entire Merrimack Valley.

There is a lot for all of us to be proud of, and plenty to look forward to together in the next 125 years. Thank you for your support!

Kind regards,

Joseph A. White
President, Lowell General Hospital
In 2015, Lowell General Hospital proudly gave back to the community through education, grants, sponsorships, health outreach initiatives, uncompensated care and volunteer work. Highlights of these efforts include:

- Addressing mental health and substance abuse as critical priorities through community education, increased awareness, legislative advocacy and community partnerships with key organizations like the Lowell Health Department and the District Attorney’s Lowell Opioid Task Force.
- Providing the primary funding to the Greater Lowell Health Alliance, which brings together stakeholders from an array of backgrounds to improve the overall health of the community, while providing $220,000 in community-based grants.
- Funding more than $350,000 in sponsorships to dozens of Lowell’s civic, cultural, athletic and school-based organizations and programs throughout the city, including local organizations, cultural festivals, sports and activities and school-based programs.
- Investing in the future of quality healthcare in the community by working with local schools, colleges and universities to introduce young people to careers in healthcare.
Every three years, Lowell General Hospital works with the Greater Lowell Health Alliance to commission a new Greater Lowell Community Health Needs Assessment through UMass Lowell. Using this report as a guide, we develop strategies and partnerships to address areas of need. These were our efforts in 2015:

COMMUNITY HEALTH IMPROVEMENT
To change our communities’ health for the better, we partner with other businesses, non-profits and community members at large to improve the health of the populations we serve.

RESPONSE
• Leadership – Staff from Lowell General Hospital actively participated on more than 30 community boards, coalitions, committees and task forces throughout the Merrimack Valley.
• Volunteering – Increased efforts to get hospital employees and physicians more involved in community benefit activities resulted in almost $1 million more in employee volunteerism.
• Support – Provided primary funding and board leadership to the Greater Lowell Health Alliance, which brings together healthcare providers, business leaders, educators and civic and community leaders.
• Opportunities – Provided student internships and clinical practicums that utilized approximately 8,000 staff hours dedicated to more than 540 students, resulting in a community benefit of more than $390,000.
• Workforce Development in Healthcare – Organize and executing Careers in Healthcare consisting of two programs – a one-day, four-hour tour and a week-long camp experience to give students a chance to learn about career paths in the hospital setting.

SUBSTANCE ABUSE
In Massachusetts, two people die every day from an opioid overdose, and the rate of overall drug-related deaths is on the rise.

RESPONSE
• Community Partnerships – Worked closely with the District Attorney’s Lowell Opioid Task Force and Greater Lowell Health Alliance’s Substance Abuse and Prevention Task Force to combat substance abuse.
• Training – Provided Nasal Narcan trainings to service providers in several communities.
• Support Groups – Continued to offer numerous community support groups, including Al-Anon, Alcoholics Anonymous and Learn to Cope.
• Funding – Provided a $50,000 grant to the Lowell Health Department to increase substance abuse awareness around synthetic drugs.
• Volunteering – Nurses from the Special Care Nursery volunteered at a local Methadone Clinic.

MENTAL HEALTH
Statewide, approximately 42,000 youths had at least one Major Depressive Episode and approximately 1 million adults suffer from a mental illness.

RESPONSE
• Training – Hosted Youth Mental Health First Aid facilitator training for representatives from local organizations to teach mental health first aid to individuals who work with youth.
• Collaboration – Assisted the Greater Lowell Health Alliance’s Maternal Child Health Task Force to develop a postpartum support group for mothers with SouthBay Early Intervention.
• Volunteering – Employees and physicians worked with Habitat for Humanity on three community build projects to combat homelessness and provide a positive home environment for families in need.

PREVENTATIVE HEALTH
About half of all adults – about 117 million people – has one or more chronic health conditions.

RESPONSE
• Prevention – Health screenings and immunizations were provided to over 1,600 people, many in underserved populations like low-income families and immigrants.
• Donations – Provided first aid kits for all Chelmsford Pop Warner football and cheerleading teams.
• Education – Worked with the Lowell Student Police Academy to provide information about healthy lifestyles/relationships, asthma, sun safety, heart health and smoking.
• Physical Fitness Promotion – Implemented and funded a Project Fit America grant to promote physical fitness in youth through curriculum and outdoor fitness playgrounds.

CHRONIC DISEASE
About 40 million Americans are limited in their usual activities due to one or more chronic health conditions. Pediatric asthma and diabetes were identified as top health problems in Greater Lowell, particularly in ethnic and immigrant populations.

RESPONSE
• Workshops – Hosted programs like My Life, My Health: Chronic Disease Management and Diabetes 101 for residents.
• Support Groups – Hosted Helping Hands, a group for people suffering from chronic disease.
• Participation – Maintained active collaboration with Lowell’s Asthma Coalition through monthly meetings and assistance in the overall development of the group.
• Funding – Supported the Asthma Coalition to increase awareness and education in local schools and community organizations about asthma triggers.
MAKING GREATER LOWELL STRONGER Together

IMPROVING OUR COMMUNITIES

COMMUNITY IMPACT

- Funding Uncompensated and Net Charity Care: The cost of providing care for those who could not pay or did not pay for services totaled more than $20 million.
- Sponsorships: Providing financial support to more than 100 civic, cultural, athletic and school-based organizations and programs throughout the city, including local non-profits, festivals, sports and activities and school-based programs.
- Public Health Grants: Using hospital revenues and fundraising efforts, we distributed grants totaling hundreds of thousands of dollars to organizations across the region to support their efforts to improve our communities.

ECONOMIC IMPACT

How does Lowell General Hospital impact the Greater Lowell economy?

- Providing 3,453 jobs, making us the region’s largest employer.
- Paying nearly $230 million in wages, resulting in $365 million in regional spending.
- Performing more than $70 million in sub-specialty services like Cardiac Catheterization, Bariatric Surgery, Cancer Care and Joint Replacement, revenue that would otherwise turn to providers outside the region, like major Boston teaching hospitals.
- Producing more than $772 million in health grants overall economic impact on Greater Lowell.

COMMUNITY PARTNERS

Community participation is achieved by working collaboratively with various organizations throughout the Greater Lowell region. These partnerships address many focus areas, including mental health, nutrition, substance abuse, cultural competency, physical fitness, youth education and much more. Along with dozens of businesses from across the region, these partners include the following non-profit and municipal agencies:

Billerica Alliance
Billerica Boys & Girls Club
Billerica Police Department
Billerica Public Schools
Boys & Girls Club of Greater Lowell
Cambodian Mutual Assistance Assoc.
Catie’s Closet
Center for Hope and Healing
Chelmsford Business Association
Chelmsford Health Department
Chelmsford Pop Warner
Circle Home
City of Lowell Festival Foundation
Coalition for a Better Acre
Community Health Network Area 10
Community Teamwork, Inc.
D’Youville Foundation
Elder Services of Merrimack Valley Girls Inc.
Great Hill Dental
Greater Lowell Chamber of Commerce
Greater Lowell
Community Foundation
Greater Lowell Health Alliance
Greater Lowell Technical High School
Greater Lowell YMCA
Greater Merrimack Valley Convention and Visitors Bureau
Habitat for Humanity
House of Hope
Littleton Parks & Recreation
Lowell Association for the Blind
Lowell Community Health Center
Lowell Festival Foundation
Lowell Health Department
Lowell House, Inc.
Lowell Housing Authority
Lowell Police Department
Lowell Pop Warner
Lowell Public Schools
Merrimack College
Merrimack Repertory Theatre
Merrimack Valley Catholic Charities
Merrimack Valley Food Bank
Middlesex Community College
Middlesex District Attorney’s office
Mill City Grows
North Andover Business Association
Northern Essex Community College
Project Learn
South Bay Mental Health
Tewksbury Health Department
Tewksbury Police Department
Tewksbury Senior Center
UMass Lowell
Westford Business Association
Westford Education Foundation
Westford Family Funfest Foundation
Westford Health Department
Westford Parent Connection
WIC of Lowell

Source: 2016 Economic Impact Study, by A. James Lee, PhD, of AJL Health Economics
2015 Total Community Benefit

$25,143,504

Community Benefit, Sponsorships and Service Programs $4,798,646
Net Charity Care $7,389,655
Uncompensated Care $12,955,203
Health Outreach and Education

By educating kids at a young age, we empower them to be conscious of the many different aspects of living a healthy life. Community education and programs offered for youth target well-being, physical activity and nutrition, as well as injury prevention and health safety.

MAKING KIDS STRONGER Together
FIELD DAY INSPIRES AND PROMOTES FITNESS, EDUCATION FOR KIDS

When two of Greater Lowell’s largest institutions come together, great things can happen.

UMass Lowell and Lowell General Hospital did just that, and the result was a fun day of health and fitness education for thousands of kids from across the Merrimack Valley.

The seeds of the partnership were planted when UMass Lowell Director of Marketing Kristen Calvetti wanted to stress the importance of healthy habits to the area’s youth through the women’s basketball program.

Working together, staff from both organizations created Health and Fitness Field Trip Day in 2014, and in 2015, the second annual event attracted more than 3,000 fans, including kids in grades 3-5 from schools around the region.

“We wanted to promote an overall message of healthy living, healthy mind and healthy body,” says Kerry Pucillo, UMass Lowell’s Assistant Director for Corporate Partnerships.

“Getting into the elementary schools allows us to start with the basics and keep in touch with them as they get older.”

In the past 30 years, childhood obesity has more than doubled in children and quadrupled in adolescents, according to the Centers for Disease Control. These kids are more vulnerable to cardiovascular problems, bone and joint issues, and diabetes.

Greater Lowell is not immune to this trend, which is why Lowell General Hospital supports health and fitness efforts at schools across the region. Health and Fitness Field Trip Day enabled the hospital to reach thousands of kids in one place, while UMass Lowell got a chance to expose the kids to higher education and Division I athletics in their backyard.

When the kids first arrived, each got a goodie bag full of health and fitness-driven giveaways donated by Lowell General Hospital and Circle Health. The bags included water bottles, health and fitness information and a custom-created workbook with activities, crossword puzzles and trivia.

From there, the kids got to see an actual UMass Lowell women’s basketball game, during which the entire presentation was tailored to them.

UMass Lowell Women’s Basketball Head Coach Jenerrie Harris gave a pep talk about healthy choices and the importance of being active.

Throughout the game, trivia flashed on the video screen and giveaways were launched into the crowd. During a break in the action, the kids got up and did some Zumba aerobics, led by a Lowell General Hospital staff member, who is also a certified Zumba instructor.

Pucillo says the crowd was buzzing from beginning to end. “They’re not concerned about the score of the game, they’re just enjoying being there for the River Hawks, and enjoying all the activities.”

But the partnership between UMass Lowell athletics and Lowell General Hospital doesn’t end there. UMass Lowell’s hockey Homecoming tradition now includes 100 flu shots offered free of charge by the hospital at the game.

“Lowell General is our hospital,” concluded Pucillo. “We want to make sure with any partnership that each side is being provided value, and that’s certainly the case here.”
For many people, particularly those in low income areas, receiving preventive care is a low priority compared to meeting the other challenges of daily life.

So to make access to preventative care easier, in 2015 Lowell General Hospital brought the care to them.

In partnership with the Lowell Housing Authority (LHA) and Cambodian Mutual Assistance Association (CMAA), the hospital held free health fairs that resulted in preventative screenings and health education for more than 200 individuals who would otherwise been unlikely to seek care. The fairs were part of a wider effort to reduce chronic disease across Lowell and the surrounding area, which resulted in health screenings and immunizations to more than 1,600 people in 2015.

“Taking the extra step to get checked at the hospital or a medical office takes time,” says Sovanna Pouv, Executive Director of the CMAA. “An opportunity to get screenings for free, walking distance from where they live, is appealing to them. And it’s held in a place where they are comfortable, and that makes it even better.”

Michelle Dinan, Supportive Services Director for the Lowell Housing Authority, says for many of her agency’s residents, it was the only way to reach them.

“We thought it was a wonderful opportunity because we realized there is a need for services to be brought to the individual, versus them seeking out services,” she says.

“They are primarily a lot of female, heads of single-parent households. Sometimes their health and wellness gets put on the back burner.”

The fair at the Lowell Housing Authority was held in its largest development, Mercier Hall; the CMAA hosted its fair in its offices in The Acre, a section of Lowell where many Cambodians live. To get residents to participate, Lowell General offered an incentive – a $25 gift card to Market Basket.

At each health fair, a team of nurses, clinicians and staff screened individuals for blood pressure, body mass index (BMI) and blood sugar, as well as oral, head, neck and skin cancers. Educational materials and information on smoking cessation and nutrition were also provided.

Due to the success of their fairs, both the LHA and CMAA have made them annual events, with the hope of increasing turnout each year.

“The commitment of Lowell General to leave the hospital environment and come into our section of the city and work within our developments shows such a commitment to meet the needs of the disadvantaged populations in Lowell,” says Mary Ann Masiejewski, Chief Operating Officer of the LHA. “It’s a wonderful partnership, and it’s something that is helping so many people.”
In Westford, Sandy Collins, RN, has been looking out for residents’ health for nearly 31 years.

With all that experience, Collins, the town’s health director, isn’t short on ideas on ways to improve her community. She just needed the financial support to make it happen.

She brought her to-do list to Lowell General Hospital’s Center for Community Health and Wellness. This team works to improve the overall health status of the community by identifying areas of need, then finding ways to do something about them.

Collins hoped to come away with funding to accomplish a few of her top priorities. Instead, she secured a $50,000 grant that she used to tackle the entire list.

“We’re doing a lot of great things as a result of that funding, things we could never have done without their help,” Collins said. “It’s been a wonderful partnership.”

Thanks to Collins’ ability to stretch a dollar, the list is an extensive one. One of the initiatives that Collins says has generated the biggest response is the purchase of the opioid-antidote Narcan and training for its use at schools and in police cruisers. Another example is the development of a registry of disabled and vulnerable residents, ensuring the town’s Health Department and emergency response team can identify and communicate with the highest risk residents in the case of a severe storm or other town-wide emergency.

But the list goes on. Westford also provided free dental care and shingles shots for seniors in need; formed a cutting-edge collaboration with the DA’s office that trains hair stylists to recognize the signs of domestic violence; and offered free CPR classes for residents. A program that arranged preventative bladder cancer screenings and pulmonary function testing for firefighters was done through Lowell General’s Occupational Health Department.

Collins and Westford’s substance abuse prevention coordinator wanted to provide a training for local physicians around reducing opioid prescriptions, so they organized a dinner and training that was held at Lowell General, attracting more than 50 medical providers.

The money also paid for improvements and signage for the town’s network of trails to encourage use and highlight the health benefits of walking. These trails will also be promoted by a new town appointed committee Collins chairs, called Healthy Westford, which will implement more public health programs going forward.

“These are all preventative strategies we can take to get people thinking about their health,” Collins says. “Health is not just about going to the doctor and getting lab results.”

Collins still has more ideas, and more she wants to do. She plans to continue to work with Lowell General Hospital to find ways to make them happen, but thanks to this partnership, Westford is well on its way.

“(The 2015 grant) has gone a long way to meet unmet needs in this community,” Collins says. “I never expected we’d have the ability to provide so many new public health initiatives. We are extremely grateful to Lowell General and Circle Health, and look forward to our continued partnership to improve the health status of Westford residents.”
The ongoing support of our generous donors resulted in almost 18,000 gifts totaling more than $3.2 million at the close of 2015. These funds are vital to helping your community hospital provide innovative programs and advancements in care to the residents of Greater Lowell.

During 2015, your support enabled us to strengthen these services by supporting our latest capital project – an expanded Intensive Care Unit on our main campus to care for our most vulnerable patients. This new unit, a $10 million project, is being built in the hospital’s former emergency department and will open in early 2017. The project will add 11 new beds to our existing 12-bed unit at main campus and a 10-bed unit at the Saints campus. It will include state-of-the-art technology, a privacy corridor and healing garden for a patient’s loved ones.
# Development Committee FY 2015

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With your support, we continue to put Patients First in Everything We Do and provide Complete connected care to improve the health and well-being of our community. Lowell General Hospital sincerely thanks you for your generosity. We look forward to sharing our future successes with you and keeping you informed about all the good work that is happening at your community hospital.
Memorial Gifts

We are grateful for the memorial gifts given in memory of the following people:

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Mrs. Roy Slack
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Ms. Nancy E. Winter

J.K. Fellows Society

We are grateful to the members of the J.K. Fellows Society for including Lowell General Hospital in their estate and financial plans:

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Miss Beverly A. Bennett
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Mrs. Jonathan T. Stevens
Mr. and Mrs. Edward Thistle
Mr. and Mrs. Gerald R. Wallace
Ms. Nancy E. Winter

Tribute Gifts

We are grateful for the tribute gifts given in memory of the following people:

Sherry Bigelow, RN
Mr. John Comeau
Mrs. Jeannine Donovan
Ms. Beth Gagnon
Mrs. Carol R. Gilchrist
Mr. Richard Grove
Mrs. Joan Hagopian
Laura McManus, RN
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Ms. Marion Taylor
Ms. Sarah Thompson
Kelley Tierney, RN
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Ms. Linda S. Zaher

Guests place a silent auction bid at the Circle Health Ball for Community Health Initiatives
The Circle Health Ball for Community Health Initiatives funds 10 grants

A sold out crowd of nearly 600 guests celebrated at Circle Health’s Ball for Community Health Initiatives on Saturday, March 7, 2015. The event, held at the Renaissance Boston Waterfront Hotel, raised over $297,000 to help fund vital health and wellness programs which benefit residents of the Greater Lowell community. A special Fund the Need auction was also held at the event as a way to raise additional funds for these 10 worthy causes.

The 10 local non-profits awarded Community Health Initiative Grants for 2015 were Boys & Girls Club of Greater Lowell’s Healthy Kids Program; Dracut Public Schools’ Peer Mentoring Program; The Center for Hope & Healing’s LGBTQ Youth Wellness Program; Girls Inc.’s Healthy You Program; Greater Lowell Technical High School’s A Mother’s Journey; Your Actions Create Your Tomorrow; Lowell Public Schools’ Celebrating Healthy Harvests; Lowell House, Inc.’s Healthy Choices, A Diversion Program For Teens; Merrimack Valley Food Bank’s Operation Nourish; New England Eye’s Expansion of Mobile Eye Care Services for Remedial Summer School Program; and Tewksbury Police Department for Substance Abuse Prevention.

Team Walk for CancerCare raises $864,000 to help patients

More than 5,000 walkers and volunteers raised $864,500 to provide services and support for local cancer patients and their families at the 16th annual Team Walk for CancerCare. Many participants donned t-shirts for loved ones as they walked the 3-mile or 6-mile route through historic downtown Lowell and its river ways.

All funds raised directly support patients at the Cancer Center at Lowell General Hospital and those fighting cancer throughout the Merrimack Valley. The generosity of contributions to Team Walk provide transportation to and from treatments, support groups and services, wigs, select medication for those in need, and many health and wellness programs.

The event pushed the total amount raised since 2000 past $8 million, money that has provided assistance to more than 22,000 people in the community.

Golf Challenge Tournament raises $425,000 for new ICU

A mid-summer day of golf, food and fun raised $425,000 at the 20th annual Lowell General Hospital Challenge Golf Tournament at The International golf resort in Bolton, Massachusetts.

The donations from golfers and sponsors supported the expansion of Lowell General Hospital’s Intensive Care Unit on its main campus. The project is renovating former emergency department space in the hospital’s Hanchett Building into an expanded ICU with 11 beds, providing improved access and the latest technology to help critically ill patients.

A total of 244 golfers sold out the prestigious golf club’s Pines and Oaks courses and were treated to breakfast, an on-course BBQ lunch and an exclusive sit-down dinner for sponsors. The event also featured a raffle for an Apple Smartwatch, a silent auction that included a clambake for 25 people donated by Lenzi’s Catering, and six live auction items that included two Maine getaways.
Lowell General Hospital Auxiliary
This group of dedicated volunteers actively works to promote and advance the welfare of Lowell General Hospital through fundraising events like Taste of the Town, Daffodils and Desserts and A Winter Affair. Annual contributions made by the Auxiliary are either designated for a specific purpose or to be used by the hospital as most needed. Common beneficiaries of these proceeds are cancer patients and the hospital’s major capital projects. Since the group’s founding, those contributions total nearly $4 million. If you are interested in joining this effort, contact the Philanthropy Department at 978-937-6696.

Lowell General Auxiliary pledges support to ICU expansion
The Lowell General Hospital Auxiliary has a storied history of giving back. Since 1951, this group of dedicated volunteers has donated more than $3.6 million to support the hospital’s patients and services.

The Auxiliary maintains this tradition of charitable giving through sales at the Gift Shops at main and Saints campuses, and through a series of fundraisers and social events and throughout the year that rally the support of the community.

In 2015, the membership’s commitment to the hospital and its patients continued with a pledge of $500,000 to support the hospital’s latest capital project, the expansion of its Intensive Care Unit. The $5 million effort to expand the existing Intensive Care Unit at the main campus on Varnum Avenue will add 11 more beds to the existing 12-bed unit. It is expected to be complete by the end of 2016. The expansion will include a 3,000 square-foot family corridor to allow families privacy as they support their loved one, as well as an outdoor healing garden.

The Auxiliary also raised thousands of dollars to support patients at the Cancer Center, providing much-needed equipment as well as holiday meals for Cancer Center patients and their families.

2015 Accomplishments:
• Pledged $500,000 to support the expansion of the Intensive Care Unit at the main campus.
• Raised $5,317 at their annual Daffodils and Desserts event to support the Cancer Center. Those proceeds were matched with a $5,000 sponsorship to Team Walk for CancerCare.
• Raised $18,120 from annual “A Winter Affair” event.
• Raised $57,000 from annual “Taste of the Town” event.
• Raised $21,404 from annual “Holiday Fair” event.
• Raised $705,000 in Gift Shop sales.

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Carrie Meikle President
Paula Leavitt 1st Vice President
Susan Rokas 2nd Vice President
Linda Carson Recording Secretary
Pauline Lambert Corresponding Secretary
Pam White Treasurer
Jan Demetriou Assistant Treasurer
Mary Bennett Past President

DIRECTORS
TERM EXPIRING 2016
Trish O’Donnell, Kathy Rhodes, Deborah Trull
TERM EXPIRING 2017
Linda Chemaly, Joy Deschene, Carol Gilchrist, Deborah Lemos
TERM EXPIRING 2018
Lea Cahill, Susan Dionne, Terry O’Connor, Elaine Zouzas-Thibault