



Mass General Brigham

Martha's Vineyard Hospital Annual Update

Claire Seguin, Chief Nursing Officer, VP of Operations

Agenda

1. Vision for the Future
2. By the Numbers
 - ❖ FY 2024 Patient Care
 - ❖ Deeper Dive In ED, Maternity, Primary Care
 - ❖ Social Determinants of Health
 - ❖ Community Benefit
3. Building Capacity
 - ❖ Service Growth for Patients
 - ❖ Workforce Development
4. Community Health Priorities 2024-2025
 - ❖ Community Health Needs Assessment
5. Wrap Up/Questions?



Our MGB Quality Vision

For every patient

We will raise the bar for quality through a unified vision for patient care and experience, informed by consistent measurement and driven by robust outcomes data, while building on centuries of excellence to fulfill our mission to treat disease and alleviate suffering for every patient we serve, no matter how great their need.

Working together, we will pursue improvements across four key areas over the next five years:



Effective care

- Ensure patients receive recommended preventive services
- Reduce cardiovascular disease burden
- Optimize management of depression in patients
- Optimize in-hospital survival



Safe care

- Ensure appropriate follow up on key clinically significant results and referrals
- Reduce hospital acquired infections during inpatient stays
- Reduce preventable adverse events during inpatient stays



Equitable care

- Through our United Against Racism initiative, achieve equity in blood pressure control, substance use overdose deaths, C-sections for low-risk pregnancies, and colorectal cancer screening and treatment



Personalized experience

- Optimize communication between physicians and nurses, and patients
- Optimize timely access to care for patients
- Optimize ambulatory integration of care

Equity Informed High Reliability Organization

Enabled by:

Integrated governance

Single measurement approach

Continuous process improvement

Empathy-focused care

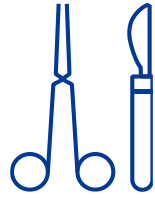
By the Numbers:

Patient care at Martha's Vineyard Hospital – FY 2024 data



112,207

Ambulatory visits



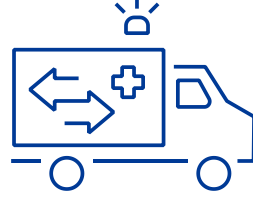
2969

Surgical cases



17,215

ED visits



537

ED transfers



1074

Inpatient admissions



37,651

Imaging visits



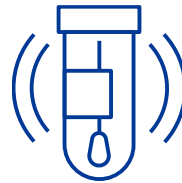
16,254 Calls
(language lines- all
languages)

1032 in person
Interpreter usage – all
Brazilian Portuguese



124

Births



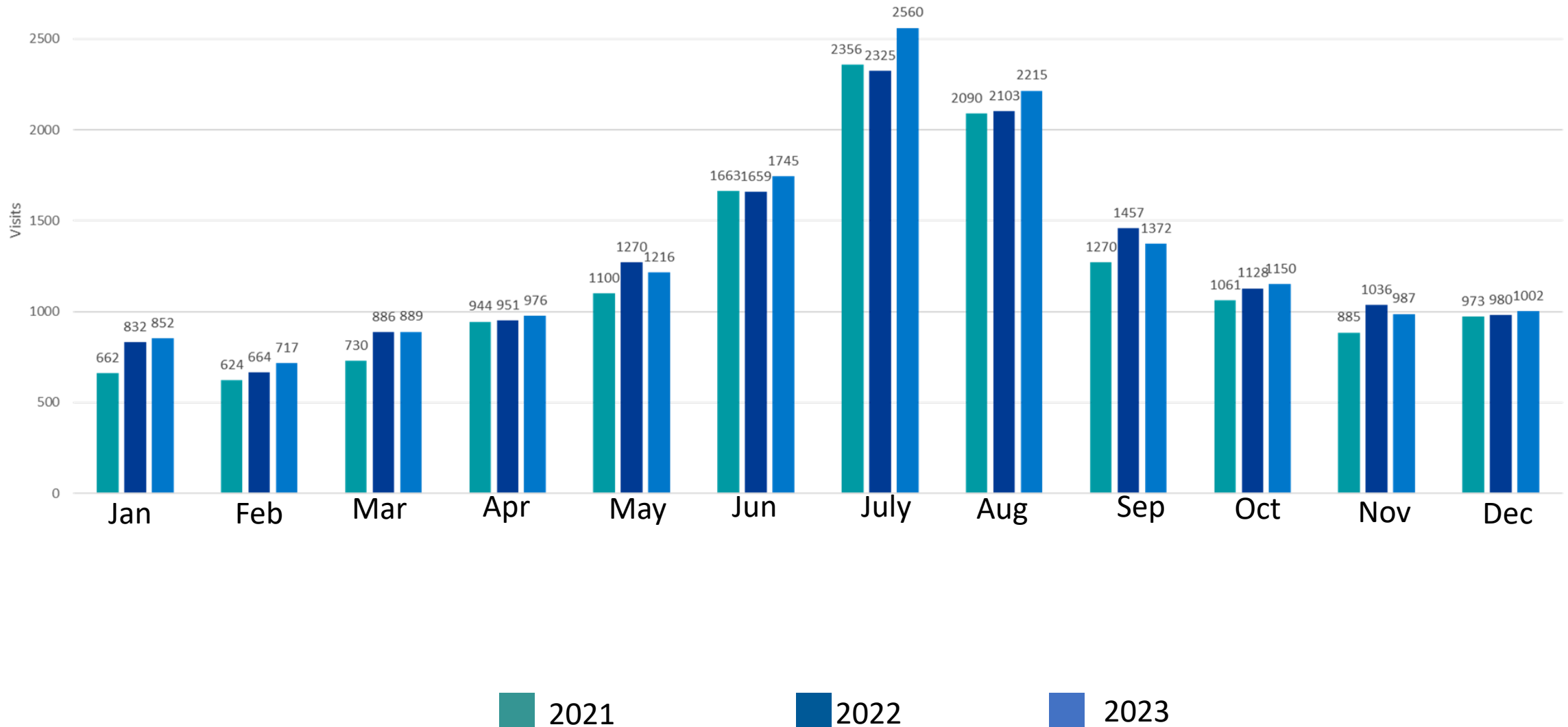
284,315

Lab tests

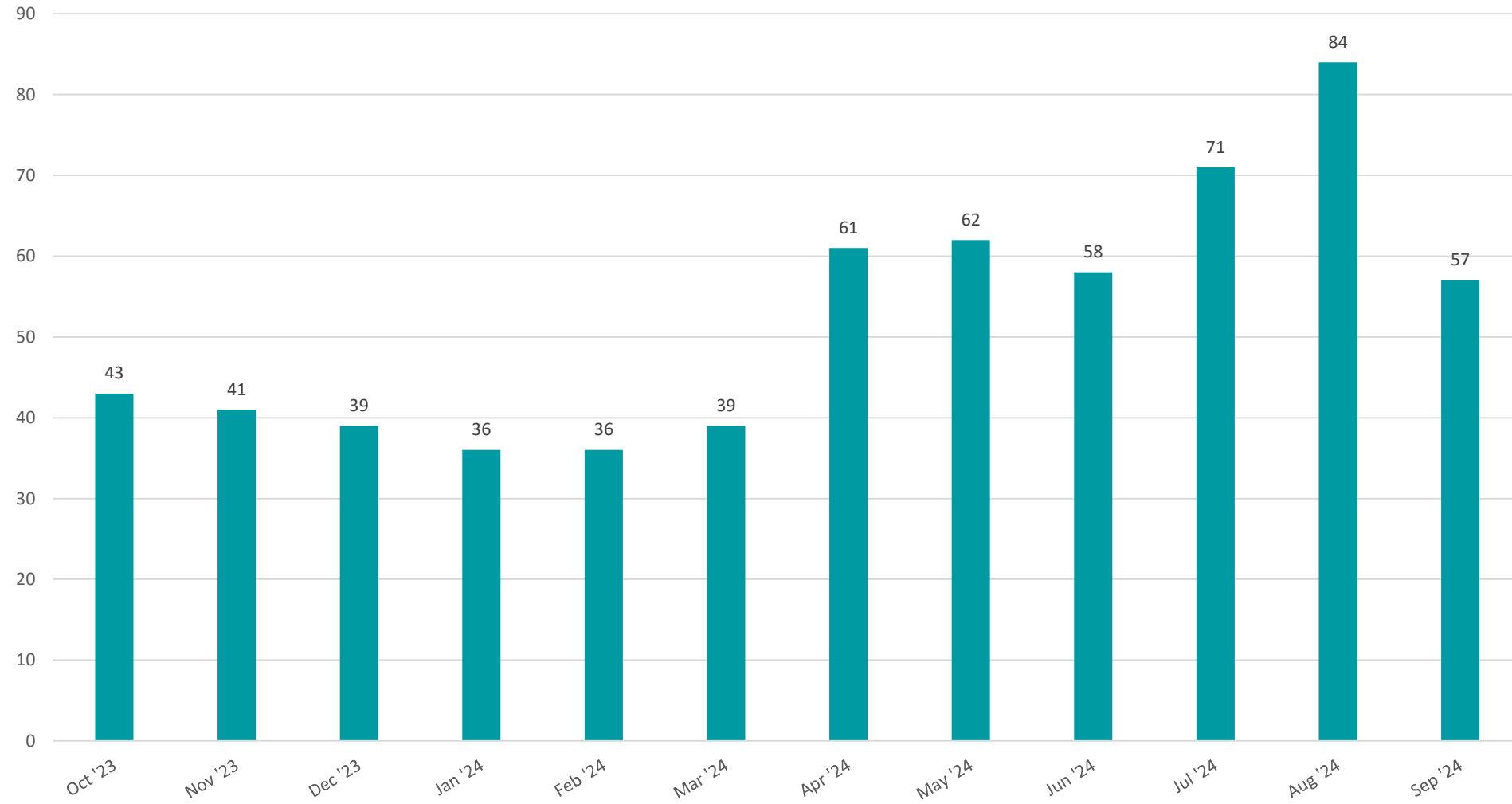


Emergency Room Volumes – month over month

Seasonal fluctuation has always been a challenge for our staff

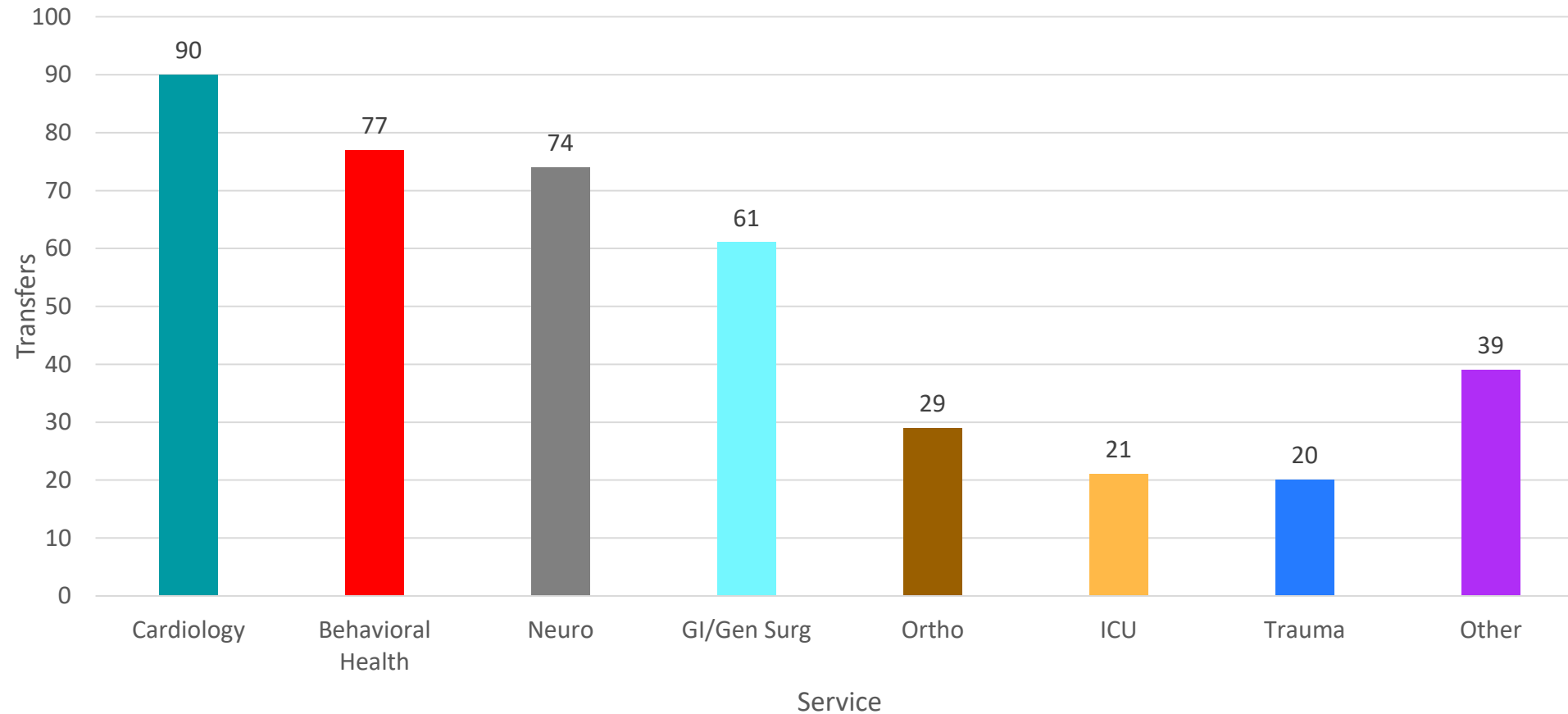


Transfers out of ED by month FY'24

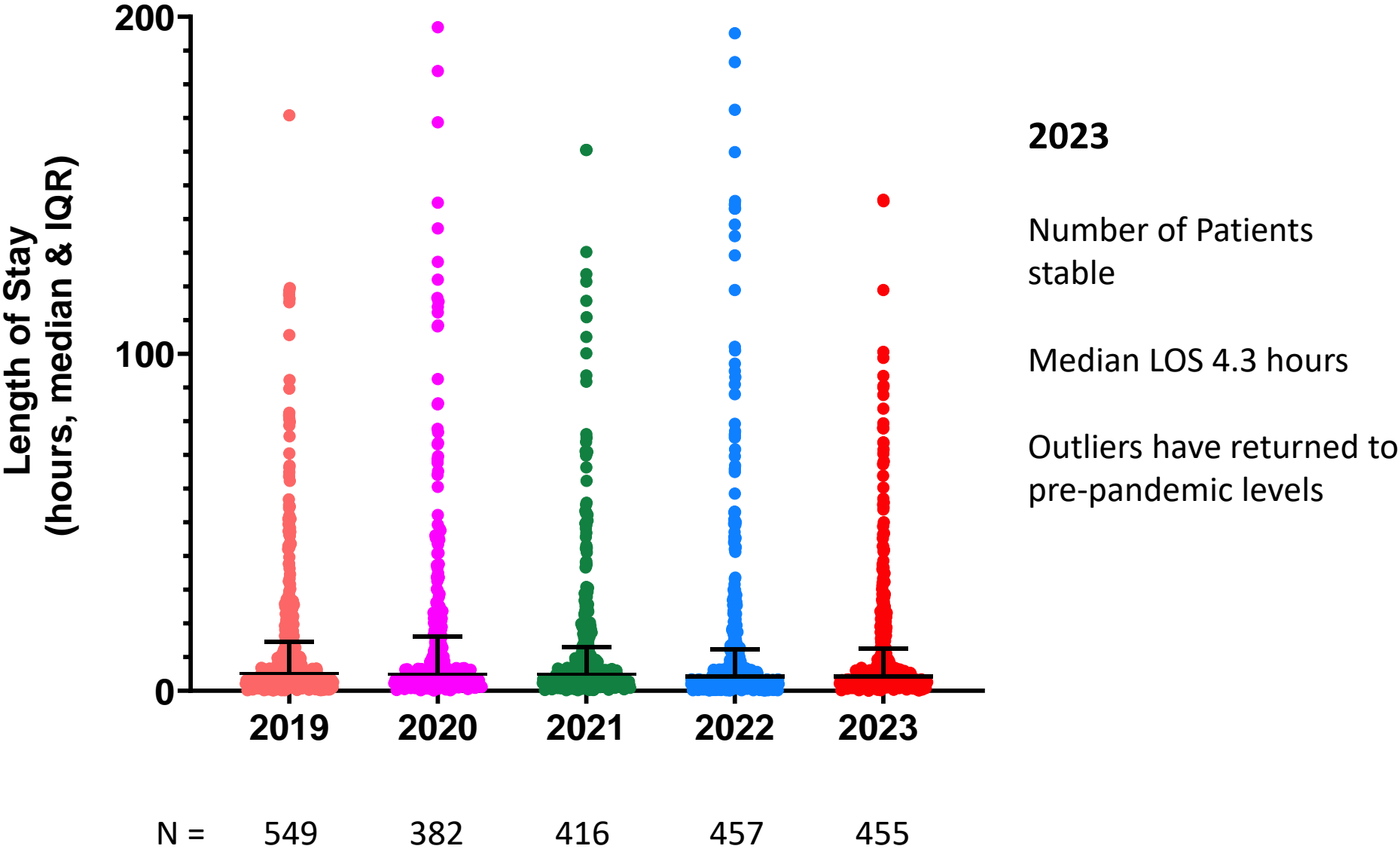


Transfers out of the ED by Service FY'24

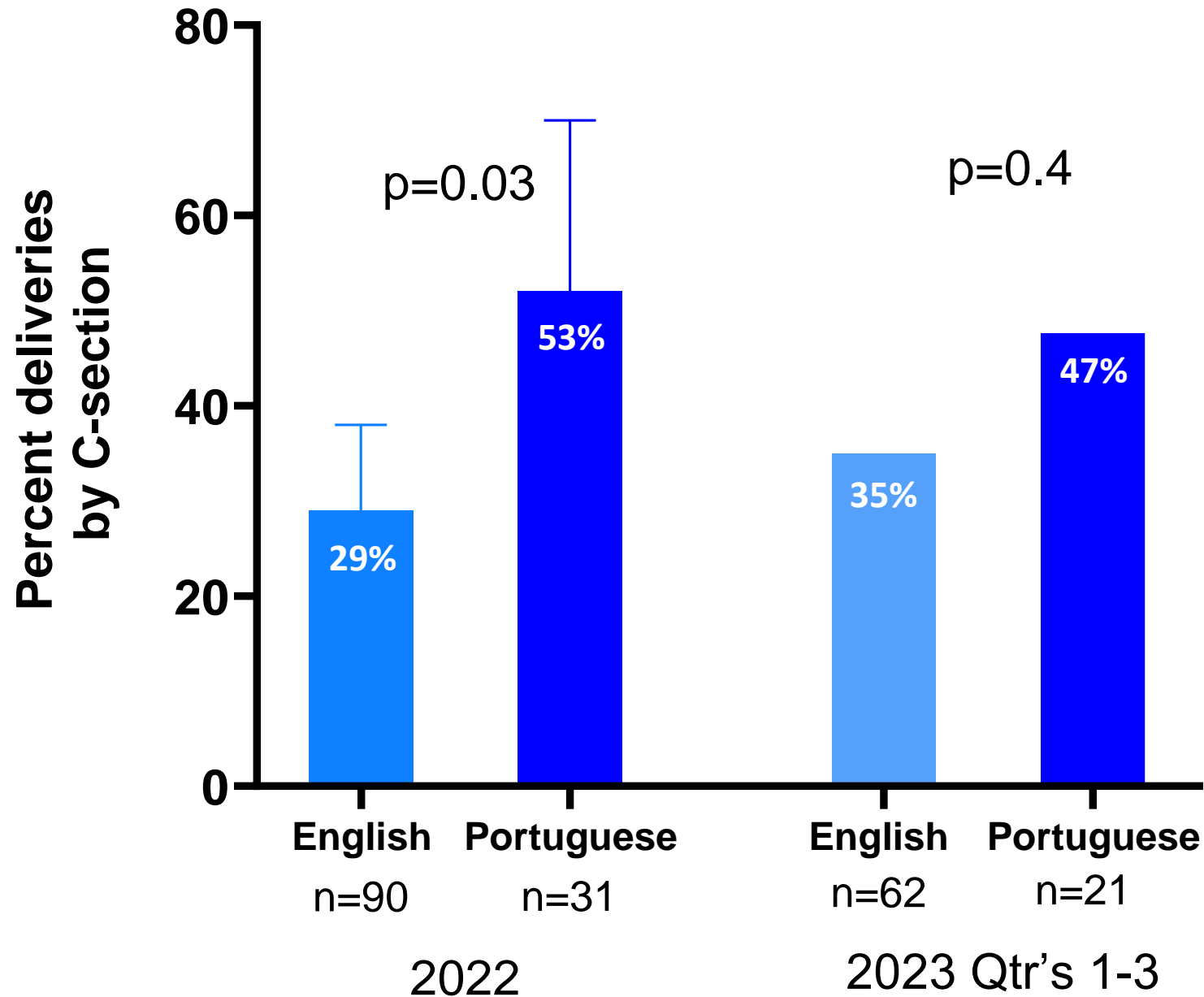
537 transfers



Results: Emergency Department Behavioral Health Boards



Focus on Disparities in C-Birth Rates: Progress



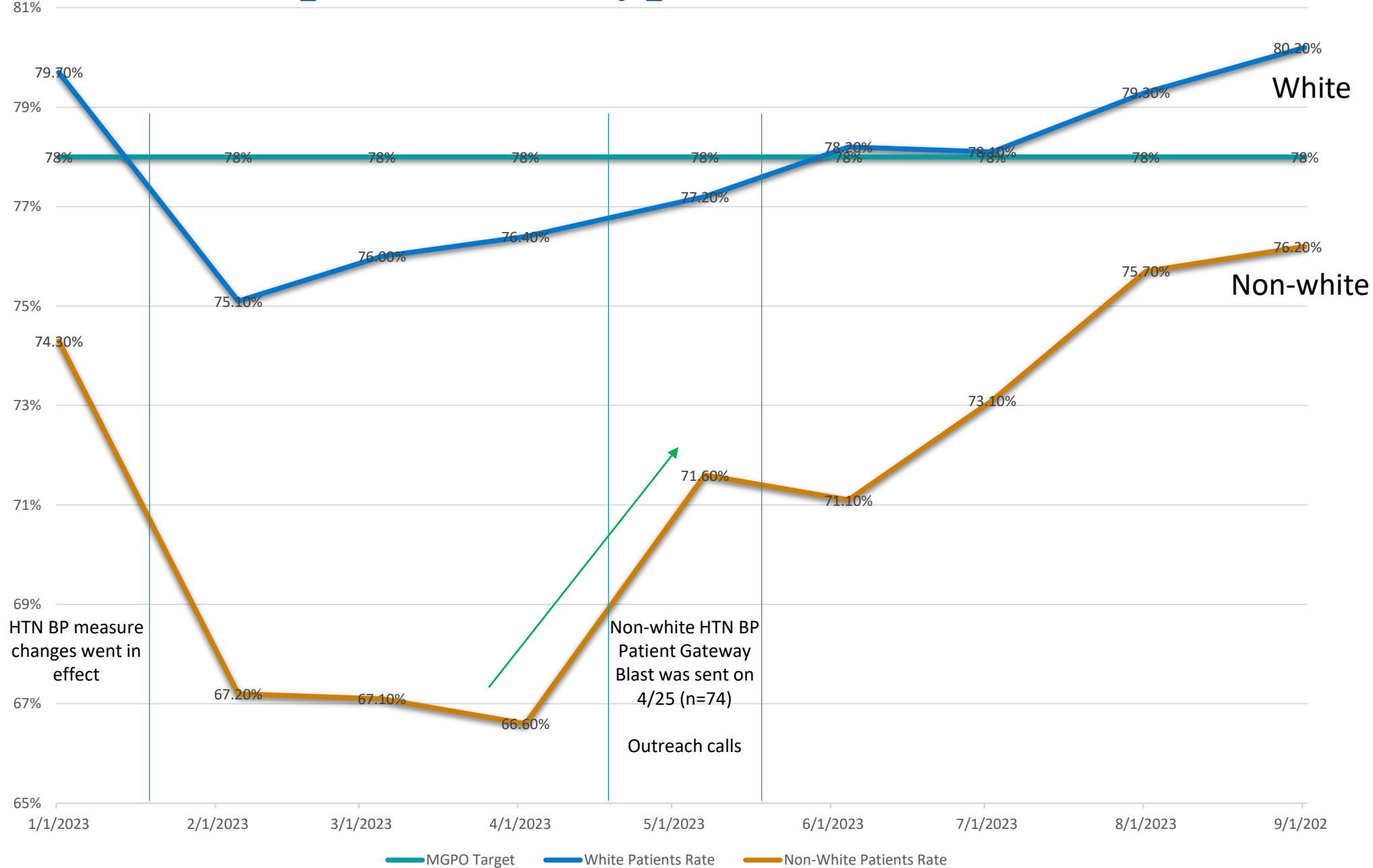
- No longer a statistically higher % of C-births in the Portuguese-speaking group
- Will continue to trend

Strategies:

- Implicit bias training
- Emphasizing virtual educational classes



Focus on Disparities in Hypertension Outcomes



MGB SDOH Outpatient Screening Questionnaire



Patient Information

This form gives us more information about you and your family. Your answers will help us put more support services in place in the future.

	Within the past 6 months we worried whether our food would run out before we got money to buy more.	<input type="radio"/> Never True	<input type="radio"/> Sometimes True	<input type="radio"/> Often True	<input type="radio"/> I choose not to answer
	Within the past 6 months the food we bought just didn't last and we didn't have money to get more.	<input type="radio"/> Never True	<input type="radio"/> Sometimes True	<input type="radio"/> Often True	<input type="radio"/> I choose not to answer
	Has the lack of transportation kept you from medical appointments or from getting medications?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> I choose not to answer	
	What is your housing situation today?	<input type="radio"/> I have housing <input type="radio"/> I am staying with others <input type="radio"/> I choose not to answer <input type="radio"/> I have a place to live today, but I am worried about losing it in the next 3 months <input type="radio"/> I do not have housing (staying in a hotel, in a shelter, living outside on the street, on a beach, in a car, or in a park)			
	How many times have you moved in the past 12 months?	<input type="radio"/> Zero (I did not move)	<input type="radio"/> One time	<input type="radio"/> Two or more times	<input type="radio"/> I choose not to answer
	Do you have trouble paying your heating or electricity bill?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> I choose not to answer	
	Do you have trouble paying for medicines?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> I choose not to answer	
	Do you have problems with one of the following making it difficult for you to work, study, or receive health care?	<input type="radio"/> Childcare	<input type="radio"/> Family care (i.e. spouse, parents, other family)	<input type="radio"/> No	<input type="radio"/> I choose not to answer
 (Ages 21+)	Are you interested in help with more adult education (for example, completing high school, GED, job training, learning the English language, technical skills, or developing parenting skills)?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> I choose not to answer	
 (Ages 15-21 only)	Are you concerned about your learning, performance, or behavior in school?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> I choose not to answer	
 (Ages 21-45 only)	Are you currently unemployed or working on a part-time or temporary basis, and looking for work?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> I choose not to answer	

	Do you have reliable internet access at home?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> Not sure
	Do you have a device (e.g. phone, tablet, computer) with a working camera?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> Not sure
	Would you like information about any of the following topics? <input type="checkbox"/> No information needed			
<input type="checkbox"/>	Transportation	<input type="checkbox"/>	Food	<input type="checkbox"/>
<input type="checkbox"/>	Employment supports	<input type="checkbox"/>	Paying utility bills	<input type="checkbox"/>
<input type="checkbox"/>	Housing	<input type="checkbox"/>	Care for elder or disabled	<input type="checkbox"/>
<input type="checkbox"/>	Paying for medications	<input type="checkbox"/>	Early childhood education	<input type="checkbox"/>
<input type="checkbox"/>	Education	<input type="checkbox"/>	Childcare	

Additional Questions

	Do you receive benefits from SNAP (the Supplemental Nutrition Assistance Program) or the Food Stamp Program?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> Not sure
	[IF NO or NOT SURE to question above] SNAP is a free program that can help you and your family get access to healthy foods, nutrition classes, utility discounts, and more. Would you be interested in learning more?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> Not sure
	[If YES to question above] Our hospital collaborates with community organizations that help patients sign up for SNAP and access healthy nutritious foods. Can we give your contact information to our community partner so that they can reach out and help you enroll in SNAP?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> Not sure
Questions below are for pregnant, postpartum, or lactating/breastfeeding patients only				
	Do you receive benefits from WIC (the Special Supplemental Nutrition Program for Women, Infants, and Children)?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> Not sure
	[IF NO or NOT SURE to question above] WIC is a free program that can provide you and your family with healthy foods, nutrition education, and more. Even if you are already part of the SNAP nutrition program, you can still apply for and receive WIC benefits. Would you be interested in learning more?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> Not sure
	[If YES to question above] Our hospital collaborates with community organizations that help patients sign up for WIC. Can we give your contact information to our community partner so that they can reach out and help you enroll in WIC?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> Not sure

SDOH Positive Screens by Age (6/12/2024-9/10/2024)

Total Patients in review: 2123; Total Positive Screens: 561

Preferred Language Brazilian Portuguese: 128 (6% of visits)

Screening Topic3	Ages <18	Ages 18-38	Ages 39-57	Ages 58-76	Age >76
Housing insecurity: N=78	36%	26%	24%	12%	1%
Unemployed: N=57	0%	37%	33%	25%	1%
Food Insecurity: N=89	32%	21%	21%	15%	7%
\$\$ for Heat: N=90	29%	12%	32%	23%	3%
Accessing Digital Services: N=66	33%	18%	20%	33%	26%
Childcare Needs: N=87	27%	12%	20%	15%	2%
\$\$ for Meds: N=43	14%	14%	30%	33%	7%
Transportation: N=51	33%	10%	20%	8%	14%



By the Numbers: MVH Community Benefit

- Total Financial Commitments to Community Organizations during past 5 years: \$1.4m
- In-kind staff support of community organizations exceeded 2000 hours in FY24.
- Organizations supported by MVH grants and in-kind services:

- | | | |
|---|--|------------------------------------|
| ➤ ACE MV | ➤ Healthy Aging MV | ➤ MV Diversity Coalition |
| ➤ CAP (Community Ambassador Partnership | ➤ Hospice & Palliative Care of MV | ➤ Martha's Vineyard Public Schools |
| ➤ Cape Cod Municipal Health Group | ➤ Island Autism Group | ➤ OB Business Association |
| ➤ Clothes to Go | ➤ Island Children's School | ➤ UMASS Rural Scholars Program |
| ➤ Garden Gate Preschool | ➤ Island Grown Initiative | ➤ YMCA of MV |
| ➤ Global Strategic Initiatives | ➤ Island Housing Trust | |
| ➤ Harbor Homes | ➤ Martha's Vineyard Community Services | |



Building Capacity – New Services

- Neurocognitive/dementia support
- Primary Care Extension Clinic
- Social work on call in Emergency Department
- Allergy Medicine
- Advanced Heart Imaging with addition of CT Scanner
- Joint School – preparing patients for orthopedic surgery
- Full Time Medical Interpreter added to staff
- Increased capacity for Mohs surgery and dermatology services.



Building Capacity-New Providers FY24/**Starting in FY 25**

- Anesthesia:
 - 2 FT MDs/ **1 MD**
- Behavioral Health:
 - 2 Psych NPs, 2 Social Workers, 1 Community Resource Worker
- Cardiology
 - 1 PA/ **1 New NP**
- Dermatology
 - 1 FT MD and 2 PT MDs
- Emergency Department
 - 2 MDs
- Internal Medicine
 - **2 MDs**
- OBGYN
 - 1 new MD
- Orthopedics
 - **1 MD**
- Plastic Surgery
 - 3 MDs
- Podiatry
 - **1 MD**
- Pediatrics
 - 1 MD/**1 MD**

ACTIVELY RECRUITING:

Psychiatry

Family Medicine

Cardiology

ED

Orthopedics



Creative Pipeline Solutions



Health Professions Seminar

- Five-week course in partnership with ACE MV and Cape Cod Community College focused on exploring healthcare jobs

MGH IHP ABSN Cohort

- Partnership between Martha's Vineyard Hospital and the MGH Institute of Health Professions to develop nurses through a re-imagined accelerated BSN program.
- This pilot program is the first of its kind in the Mass General Brigham system.

Health Assisting Exploratory Seminars

- Partnership with MVRHS.
- The HAE program sets students on a path to learn CPR, use defibrillators, take blood pressure, and eventually sit for a certification test to be a Certified Nurse Assistant.
- The goal of the seminars is to expose and build interest for students to explore opportunities like shadowing, internships, and employment at MVH.



Future Innovations: Transforming Elder Care & Sustaining Workforce Housing



The mission of Navigator Homes of Martha's Vineyard is to enable elders to stay on island and live the most meaningful life possible while receiving superior skilled nursing care in our Green House homes.



MVH Community Health Update – Priorities 2024-2025

CAPACITY

Improve Patient Access

- Increase Access to primary care:
 - Recruitment & Retention
 - Continuation of the Extension Clinic
 - Expand triage nursing.
- Expand Specialty Clinic offerings:
 - Increase capacity in Ortho, Derm, Plastics, Cardiology, Behavioral Health

QUALITY

Reduce Health Care Disparities

- Emphasize Cancer screenings
 - Colorectal
 - Breast Cancer
 - Cervical
- Explore Strategies to improve care for patients with disabilities
 - Improve information in EPIC to better inform providers of disabilities; different needs

COMMUNITY

Build Community Partnerships

- Community Health Needs Assessment
- Increase access to off-island transportation for medical appointments
- Behavioral Health continuum of care
- Patient Education

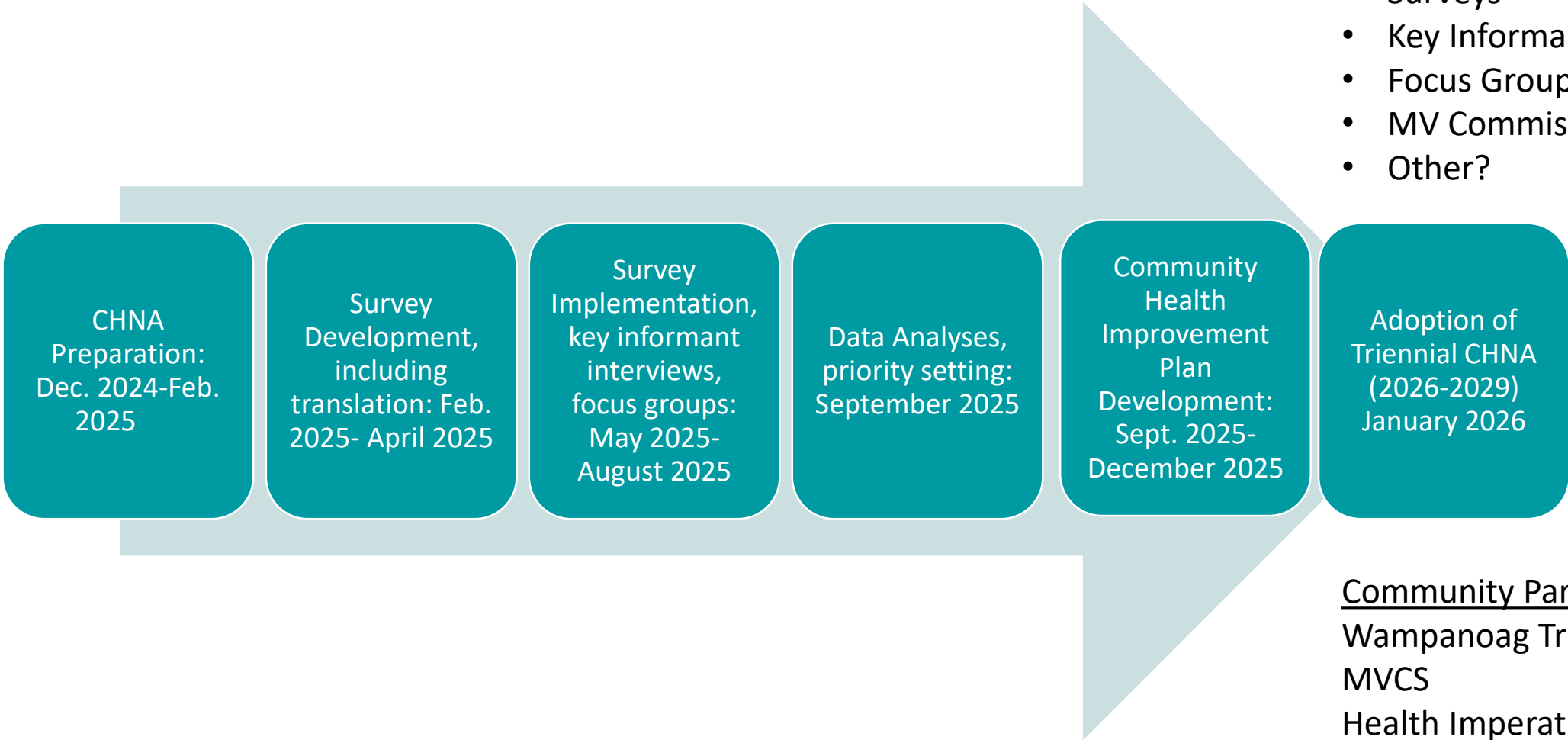


Community Health Needs Assessment: 2025

Community-wide CHNA led by MVH and IHC

CHNA Data sets:

- Surveys
- Key Informant Interviews
- Focus Groups
- MV Commission Data
- Other?



Community Partners:

Wampanoag Tribe
MVCS
Health Imperatives
DCHC
Other?



How Can the DCHC Help?

- Staff Recruitment efforts
- Community Education on Important Health Screenings
- Housing – rental opportunities or long-term planning ideas
- Transportation options on-island and off for medical appointments
- CHNA
 - Participate on Community Committee on Data Collection
 - Organize focus groups
 - Distribute Surveys
 - Provide Key Informant contacts to ensure broad representation

