

**Submitted to Comply with Docket # 15-32033-CON: Conditions 11 and 12**

**Annual Community Benefit Report  
Annual Cultural and Linguistically Appropriate Services Report**

OHCA Conditions are as follows:

11. The Applicants shall maintain community benefit programs and community building activities for L+MH, and the Applicants shall apply no less than a 1% increase per year toward the L+MH's community building activities in terms of dollars spent. YNHHS shall identify the amounts and uses related to community benefits and community building and shall discuss how such investments and support are being applied toward the health needs identified in the CHNA and population health management objectives.

12. The Applicants shall work toward making culturally and linguistically appropriate services available and integrated throughout L+MH's operations, insurance navigator and cultural competency training.

**Narrative for Condition 11:**

***Community Benefit***

In 2016, Lawrence & Memorial Hospital ("L+MH") community benefit totaled \$38,686,420 and in fiscal year (FY) 2017, community benefits are on track to exceed that amount (current estimate is \$38,767,485 with data reporting and analysis not yet complete). The community building investment increased by 134%, from \$52,237 in FY 2016 to an estimated \$122,335 in FY 2017.

Following the analysis of data collected through the Community Health Needs Assessment, the Southeastern CT Health Improvement Collaborative ("Collaborative"), under the leadership of L+MH and Ledge Light Health District, engaged in a process to prioritize issues and develop strategies to improve health and well-being in the region. The Community Health Improvement Plan, developed by the Collaborative, is a dynamic document that serves as a roadmap for interventions going forward. Recognizing the significant contribution of social determinants to overall health and wellness, particular attention was paid in the assessment and plan development to the interaction between socioeconomic and environmental conditions as well as to health disparities.

Priority areas selected were:

1. Improve the conditions that support mental wellbeing and reduce substance use.  
Indicators: Opioid use and anxiety/depression rates among minorities
2. Support and nurture healthy lifestyles.  
Indicator: Contributing factors to diabetes.
3. Ensure access to care.  
Indicators: Prenatal care and related birth outcomes.  
Access to care for the low-income population.

Over 65 individuals, representing a broad range of community perspectives, participated in the prioritization work. In partnership with other organizations, all of the areas prioritized are being addressed. In addition, L+MH has continued existing programs, services and initiatives in the areas of

asthma, HIV outreach, maternal and child health, and breast and cervical cancer early detection and cardiovascular disease prevention. In addition to enhanced investment in community needs initiatives supporting the priorities identified in the 2016 CHNA, L+MH has continued its ongoing and community benefit support with a wide range of programs, services and in-kind support including: Breathe Well – Respira Bien Asthma Intervention (\$66,136); support for the Homeless Hospitality Center Respite program (\$47,168); a dedicated social worker for the homeless population (\$154,580); and in-kind support for implementation of the Community Health Improvement Plan (\$27,260).

A driving philosophy of L+MH's community benefit efforts is to build on existing community resources, programs and services in order to avoid duplication. As such, in examining each of the prioritized community health needs, existing community assets were identified before considering any new strategies that L+MH might initiate. Where there are existing community-based programs addressing any of the prioritized needs, L+MH will provide resources to support and build capacity of those programs rather than creating a new program, maximizing resources and avoiding duplication.

L+MH's community benefit programs and services support the organizational mission "To Improve the Health of the Region" and align with the principles as set forth in the organization's community benefit policy. Those principles include:

1. Emphasis on programs to meet a significant unmet health need including efforts to identify and include vulnerable populations or those most at-risk as determined by risk factors which predispose those populations toward a higher incidence of disease and/or barriers to obtaining appropriate healthcare.
2. Emphasis on primary prevention and including at least one of three primary prevention strategies: health promotion, disease prevention, and health protection. Health promotion entails encouraging healthy lifestyles; disease prevention focuses on individuals identified as at-risk for health problems; health protection activities influence the environment to support healthy behaviors.
3. Programs should develop evidence-based links between clinical services and health improvement activities delivered both inside and outside the hospital.
4. Programs should focus on targeting charitable resources that mobilize and build capacity within existing community assets while minimizing duplication of effort.
5. Programs should emphasize collaboration with community stakeholders.

As evidenced by the wide range of community benefit programs and services offered, L+MH is engaged in meeting the identified health needs of the communities we serve. There is an organizational history of collecting data to determine how best to direct our resources and how to make the greatest impact in promoting community health. Our annual community benefit report publication describes a sampling of programs and the amount of investment that L+MH makes in carrying out these programs.

### ***Community Building***

L+MH is increasingly aware of how social determinants impact the health of individuals and communities. An individual's health status and odds of developing chronic disease and/or premature death are greatly influenced by powerful social factors such as education, income, nutrition, housing and

neighborhoods. During Fiscal Year 2017, L+MH invested an estimated \$122,335 in community building efforts that promote thriving and healthy communities in our region:

- Support for economic development: \$15,080. Community involvement and financial support for partner organizations' economic development activities to support a regional infrastructure that includes sufficient employment opportunities providing a living wage.
- Support for physical improvements and housing: \$11,200. Community involvement and financial support for partner organizations' physical improvement and housing related activities. Partner organizations include Community Speak Out, the Homeless Hospitality Center, and the Jewish Federation and includes support for transitional and shelter housing, sober house certification training, air conditioners for vulnerable residents, and other support.
- Community involvement and financial support for partner organizations' work to address social determinants of health not specific to the other categories: \$96,055. Includes support for education, youth development and neighborhood development strategies in distressed New London neighborhoods with health needs identified by the most recent Community Health Needs Assessment and the 2016 Community Health Improvement Plan.

#### **Narrative for Condition 12:**

##### ***Culturally and Linguistically Appropriate Services***

All patients and visitors at Yale New Haven Health and its member organizations (including L+MH) have the right to receive information in a language they understand, free of charge. Yale New Haven Health System ("YNHHS") complies with the Department of Health and Human Services' Section 1557 rule of the Affordable Care Act — which sets guidelines about language assistance for people with limited English proficiency or those who are deaf or hard-of-hearing — and takes reasonable steps to provide meaningful access to people with limited English proficiency who may require assistance within the health system.

Yale New Haven Health and its member organizations:

- Provide free aids and services to people with disabilities to enable effective communication with care providers, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provide free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages
- Post notices of nondiscrimination and taglines in Connecticut's fifteen most commonly used non-English languages, advising patients and visitors that language services are available free of charge.

Staff complete annual education on cultural competency to increase cultural awareness and sensitivity. Mandatory courses include: Diversity in the Workplace and Patient Rights. Classroom instruction is offered to all employees on cultural competency, and on-line courses are provided across YNHHS and are now available to employees at L+MH on:

- Cultural Competence: Background and Benefits,
- Cultural Competence: Providing Culturally Competent Care, and
- YNHHS's Language Assistance.

New employees are given information in New Employee Orientation about language services available via telephone and on-line.

### ***Financial Assistance Programs***

YNHHS recognizes that patients may not be able to pay for medically necessary health care without financial assistance. Consistent with its mission, YNHHS is committed to assuring that the ability to pay will be considered carefully when setting amounts due for emergency and other medically necessary hospital services.

In recognition of its role to help those in need of financial assistance, YNHHS has established Financial Assistance Programs ("FAP") across the system to assist with emergency and other medically necessary care. The FAP apply to emergency and medically necessary inpatient and outpatient services billed by the hospitals to patients without insurance. In addition, help in completing financial assistance applications is available at Patient Financial and Admitting Services office located at L+MH.

Certified financial counseling resources are available to aid patients in navigating insurance issues on a scheduled and walk-in basis, and assist patients with the following:

1. Medicaid/Husky applications
2. Exchange applications
3. Free care applications
4. General/basic questions on bills, charges, estimates and payments

The L+MH website features a link for Financial Assistance Information for Non-English Speaking Patients: <https://www.lmhospital.org/patients-visitors/patients/billing-insurance/financial-assistance.aspx>

The Financial Assistance Policy and Financial Assistance Summary and Applications are available in twenty-four languages, including Spanish, Chinese and Tagalog, the top three languages other than English spoken in the Greater New London area.