

Organization Information

Organization Name: South Shore Hospital
Address: 55 Fogg Road
City, State, Zip: South Weymouth, Massachusetts 02190
Website: www.southshorehospital.org
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Contact Address: 55 Fogg Road
(Optional, if different from above)
City, State, Zip: South Weymouth, Massachusetts 02190
(Optional, if different from above)

Organization Type: Hospital
For-Profit Status: Not-For-Profit
Health System: Not Specified
Community Health Network Area (CHNA): Greater Brockton Health Alliance(CHNA 22), South Shore Community Partners in Prevention (Plymouth)(CHNA 23),
Abington, Avon, Braintree, Bridgewater, Brockton, Canton, Carver, Cohasset, Duxbury, East Bridgewater, Easton, Halifax, Hanover, Hanson, Hingham, Holbrook, Hull, Kingston, Lakeville, Mansfield, Marshfield, Middleborough, Milton, Norton, Norwell, Pembroke, Plymouth, Plympton, Quincy, Randolph, Rockland, Scituate, Sharon, Stoughton, Taunton, West Bridgewater, Weymouth, Whitman,
Regions Served:

Mission and Key Planning/Assessment Documents

Community Benefits Mission Statement:

The South Shore Health Mission Statement: Your Health. Our Passion. One Community

Vision: We will be the first place our community turns to for health and wellness.

Values: We put the patient first

We act with courage and compassion.

We are ONE team.

We never stop learning, never stop improving.

We know our employees are the best thing about our organization.

We are the community we serve.

We love our work.

Target Populations:

Name of Target Population	Basis for Selection
Individuals facing housing insecurity and homelessness	CBAC prioritization of this population during Implementation Strategy Development process.
Black, Indigenous, and people of color	CBAC prioritization of this population during Implementation Strategy Development process. South Shore Health also has Health Equity goals related to this population.

Individuals over the age of 65.	CBAC prioritization of this population during Implementation Strategy Development process.
School age children	CBAC prioritization of this population during Implementation Strategy Development process.
Individuals and families with limited economic means.	CBAC prioritization of this population during Implementation Strategy Development process.
Immigrants, refugees, and Non-English-speaking individuals.	CBAC prioritization of this population during Implementation Strategy Development process. South Shore Health also has Health Equity goals related to this population.

Publication of Target Populations:

Website

Community Health Needs Assessment:

Date Last Assessment Completed:

2024

Data Sources:

Not Specified

CHNA Document:

Not Specified

Implementation Strategy:

Implementation Strategy Document:

Not Specified

Key Accomplishments of Reporting Year:

This year's key accomplishment update is aligned with the key objectives the programs in our 2025-2027 Community Health Implementation Strategy, with section for additional key accomplishments.

1) Reduce barriers to social determinants of health

In FY25, South Shore remained committed to reducing barriers to social determinants of health and improving access to care by focusing on transportation. Our behavioral health SUV, staffed by two EMTs, transported 1,010 patients to post-discharge behavioral health facilities across the state of Massachusetts. This program ensures patients access the post-discharge behavioral health care they need, can provide any needed medical treatment during the ride, and transports patients in a dignified manner. It also frees up the ambulance service that used to be required for this type of transport, improving access to emergency care in our community. South Shore Health continues to work with Modivcare Connect, a transportation and ride-sharing program to ensure patients have transportation home after an inpatient stay. In FY25 X rides and miles were provide to patients post discharge. Lastly, to improve access to care, South Shore Health's free Courtesy Coach provided X number of picks ups across the region in FY25, bringing patients who have exhausted other options for transportation to their appointments.

The Grayken Center for Treatment opened a food pantry in May 2025, in partnership with the Weymouth Food Pantry. The food pantry provides fresh food, shelf stable food, prepared meals, personal hygiene products and essential baby supplies like diapers and wipes. Since the pantry opened, 989 individuals have been served.

South Shore Health's financial counselors assist both patients and community members in accessing health insurance. In FY25, our counselors helped over 900 people sign up for MassHealth and access disability benefits. Thirty-nine percent of these applications were on behalf of community members who were not South Shore Health patients.

South Shore Health's Mobile Integrated Health (MIH) program brings care into the community by providing personalized, high touch care that supported by technology. Paramedics improve access to care for patients by providing certain services, such as lab work IV fluids and other medications, wound care, nebulizer treatments, COVID-19 tests and vaccines in patient's homes.

Barriers to care are reduced due to the interpersonal relationships that are developed between SSH paramedics and the patients receiving care. In FY25, MIH paramedics completed 4,478 in person visits to 1,970 unique patients.

South Shore Health continued its focus on social determinants of health in 2025 through a robust screening process. Patients admitted to the hospital are screened for health-related social needs, and in 2025 the screening process was improved with the design of an automated referral to social work if a patient consents to the consult. Social work can then connect the patient with necessary resources. South Shore Health periodically reviews this screening data, along with quality metrics, and patient demographic data to better understand the needs of its patients and has made strides in identifying health disparities and

implementing strategies to address them. In addition to this screening process, South Shore Health has robust partnerships with community multi-service groups including the Weymouth Food Pantry and South Shore Food Pantry, the South Shore Health Collaborative Network, Wellspring, and Father Bill's and Mainspring. South Shore Health meets with these group on a quarterly basis to better understand the social determinant of health needs in the community. The South Shore Health Community Resource Directory, in partnership with Find Help, is available for public use on our website and has had 1,903 views in FY25, connecting our patients and community with information on the resources they need.

2) Enhance community outreach and education

South Shore Health has always had a robust community outreach and education program and the program continued to expand in FY25. From January to June 2025, South Shore Health, the Town of Weymouth Health Department and Tufts Library collaborated to provide the Weymouth Wellness series. This six-month series engaged a provider or other subject matter expert from South Shore Health to present to and answer questions from the community. Topics included best practices for sleep hygiene, stress management, importance and techniques for exercise at any level, nutrition for healthy aging, substance use disorder treatment options, and mental wellbeing. Over 100 community members attended the series. South Shore Health provided a presentation on Best Practices for Healthy Sleep to Quincy College students and for the Braintree High Wellness Fair recognizing the importance of sleep on educational outcomes. Our nutritionist provided Nutrition for Healthy Aging to the Quincy Council on Aging. We routinely offer fall prevention classes, stop the bleed classes and car seat safety screenings to reduce traumatic injuries in the community. We also hosted virtual talks on respiratory health, heart health, sleep hygiene, navigating the health system, and back health. Over 600 community members received health education from South Shore Health in FY2025.

We participated in several health fairs across the region, including hosting our Annual Senior Safety fair in October 2024, and the Cohasset, Weymouth and Marshfield annual fairs. While attending fairs we provide education on a number of topics including trauma prevention, substance use disorder treatment options, physical and occupational therapy options and reach well over 3,000 members of the community.

3) Explore workforce development initiatives

South Shore Health hosted a number of workforce development opportunities with our community partners in FY 2025. In January 2025, six students received practical work experience at South Shore Health and graduated from the JVS's Transitions to Work program. Transitions to Work at JVS is a eight-week program that helps individuals with disabilities gain essential job skills. The graduates gained work experience in our Food Services and Laboratory Services departments.

We also collaborated with JVS on a Work Early, Expect Success program that introduced health care careers to high school students with disabilities. Students toured the hospital, received information on educational requirements for roles in a health care system and learned about jobs in reception, imaging services, rehab services, environmental services, laboratory services and food services.

South Shore Health worked with Mass Bay Community College for a Patient Care Technician (PCT) program. This hybrid program was part of South Shore Health's workforce development efforts in conjunction with Human Resources and seven of 11 participants received job offers after completing their training.

Many South Shore Health departments participated in the Greater Brockton Connecting Activities Program, highlighting careers in Rehab, Surgical Services, Nutrition and Urgent Care for students of 10-12 high schools across the Greater Brockton region, and provided similar resources to the Braintree High School Health Care Career Fair.

South Shore Health applied for three grants in FY25 to offer a series of community education and workforce development programs for the community. This program was designed to combine a Basic Life Support training (a practical lifesaving skill that is also required for many health care careers) with information on how to pursue educational requirements for careers in health care (in partnership with MassBay Community College) and the variety of health care careers that are available in any health system.

4) Strengthen existing and explore new community partnerships

We continued our work with the Greater Plymouth Community Health Alliance, serving on the steering committee and expanded our participating in the monthly meetings by providing two physician experts to present to the community. One a presented on and incredibly important topic- how to navigate a hospitalization and the other participated on a palliative care panel in April (Health Care Decisions month) with another health system and two community providers.

In FY25, South Shore Health began to work more closely with Weymouth Food Pantry As mentioned above; the Grayken Center for Treatment opened a food pantry in May 2025, in partnership with the Weymouth Food Pantry. Each week our staff and volunteers pick up food from the pantry to stock at our site. We also hosted the Weymouth Food Pantry's mobile pantry bus at our site at the Grayken Center as part of a launch for that new initiative.

South Shore Health also began partnering with a new community partner, Visiting Dental Hygiene. Visiting Dental Hygiene is a nonprofit organization dedicated to providing mobile dental hygiene care to underserved populations, ensuring access to essential dental services regardless of financial situation. In FY25 we sponsored two locations for dental treatment, one in Pembroke and one in Quincy.

5) Promote health equity

South Shore Hospital aims to provide a safe, welcoming and comfortable environment for all patients, caregivers and colleagues. We are committed to improving access to services, enhancing our ability to provide culturally competent care and making advancements in health equity.

We update our health equity strategy plan annually, to guide our work to advance health equity, In 2025 we met all the health equity goals we set for ourselves during the year.

We have enhanced our screening processes across many domains of health equity. We implemented a new disability status screening process to assess patients for disabilities and connect them with an accommodation as needed. Based on feedback from

our providers in 2025 we have begun work on, further enhancements to the disability screening documentation process are in development.

We improved our health related social needs screening process by adding an auto-generated referral to social work if the patient answers yes to the question, “Patient agrees to social work consult?” This ensures that patients receive connections and resources they need to address their specific health related social needs in a timely manner.

To build upon our work in expanding access to our interpreter services that began last year, we will be switching our interpreter services vendor to one that offers access to more language options and offers more integration with Epic. Our total number of interpreter calls increased 18% from 2024, which continues to show the increase in demand for interpreter services that we have experienced over the last few years. The increased access by the new vendor and smoother epic workflows will ensure that we continue to meet the increased demand while ensuring an enhanced patient experience.

South Shore Health Occupational Therapy and Behavioral Health collaborated with community partners to develop a Sensory Informed Care plan of care for neurodiverse individuals in 2023 and continued to expand on this work in 2024 by securing a grant to adapt two pediatric patient rooms into sensory informed rooms. In FY25, the patient rooms were built out.

All of our efforts to promote health equity and improve our internal process to continuing to provide the best care to our patients have resulted in South Shore Health receiving Health Equity Certification from The Joint Commission in May 2025.

Additional key accomplishments:

The Grayken Center for Treatment opened a new day treatment program in 2025. This program offers intensive, structured care for individuals in recovery from substance or alcohol use disorder by combining therapy, group support, and personalized treatment plans to help patients receive the support they need during a crucial period in their recovery.

Plans for Next Reporting Year:

Next year we will focus on year 2 of our implementation strategy, further progress on the programs and goals outlined in this report.

Self-Assessment Form: [Hospital Self-Assessment Update Form - Years 2 and 3](#)

Community Benefits Programs

Addressing Social Determinants of Health

Program Type	Community-Clinical Linkages
Program is part of a grant or funding provided to an outside organization	No
Program Description	the hospital are screened for health-related social needs, and in 2025 the screening process was improved with the design of an automated referral to social work if a patient consents to the consult. Social work can then connect the patient with necessary resources. South Shore Health periodically reviews this screening data, along with quality metrics, and patient demographic data to better understand the needs of our patients and has made strides in identifying health disparities and implementing strategies to address them. In addition to this screening process, South Shore Health has robust partnerships with community multi-service groups including the Weymouth Food Pantry and South Shore Food Pantry, the South Shore Health Collaborative Network, Wellspring, and Father Bill’s and Mainspring. South Shore Health meets with these groups on a quarterly basis to understand the social determinant of health needs in the community. The South Shore Health Community Resource Directory, in partnership with Find Help, is available for public use on our website, connecting our patients and community with information on the resources they need. South Shore Health also provides prescription relief for eligible patients in partnership with Duval pharmacy in Abington.
Program Hashtags	Not Specified
Program Contact Information	Elizabeth Cullen

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
Enhance equitable access to care in South Shore Health's community	In progress	Process Goal	Year 1 of 3

EOHHS Focus Issues**DoN Health Priorities****Health Issues**

Housing Stability/Homelessness,

Education, Employment, Housing, Social Environment,

Social Determinants of Health-Access to Health Care, Social Determinants of Health-Access to Healthy Food, Social Determinants of Health-Access to Transportation, Social Determinants of Health-Affordable Housing, Social Determinants of Health-Domestic Violence, Social Determinants of Health-Education/Learning, Social Determinants of Health-Environmental Quality, Social Determinants of Health-Homelessness, Social Determinants of Health-Income and Poverty, Social Determinants of Health-Language/Literacy, Social Determinants of Health-Nutrition, Social Determinants of Health-Public Safety, Social Determinants of Health-Racism and Discrimination, Social Determinants of Health-Uninsured/Underinsured, Social Determinants of Health-Violence and Trauma,

Target Populations

- **Regions Served:** Abington, Braintree, Bridgewater, Brockton, Carver, Cohasset, Duxbury, East Bridgewater, Halifax, Hanover, Hanson, Hingham, Holbrook, Hull, Kingston, Marshfield, Middleborough, Norwell, Pembroke, Plymouth, Plympton, Quincy, Rockland, Stoughton, West Bridgewater, Weymouth, Whitman,
- **Environments Served:** Not Specified
- **Gender:** All,
- **Age Group:** All,
- **Race/Ethnicity:** All,
- **Language:** Not Specified
- **Additional Target Population Status:** Not Specified

Partners:

Partner Name and Description	Partner Website
Wellspring Multi-service Centers	https://wellspringmultiservice.org/
Weymouth Food Pantry	https://www.weymouthfoodpantry.org/
Father Bill's and Mainspring	https://helpfbms.org/
Find help	https://www.findhelp.org/

Addressing Chronic Disease in the Community**Program Type**

Community-Clinical Linkages

Program is part of a grant or funding provided to an outside organization

No

Program Description

South Shore Health's Cardiovascular Center is dedicated to the prevention and treatment of heart disease, stroke, and peripheral vascular conditions. In addition to the core clinical services, our Cardiovascular Center continued to provide free health education, workshops, and screenings to help reduce the incidence and severity of cardiovascular disease. In FY25, the Center's community benefits initiatives to address cardiovascular disease included free community health education programs to familiarize participants with cardiovascular disease and stroke prevention and management techniques, a partnership with the South Shore YMCA to offer a cardiac rehabilitation maintenance exercise program for individuals with stable heart disease who have completed a course of cardiac rehabilitation, and a pulmonary rehabilitation maintenance program for individuals with stable pulmonary disease who have completed a course in pulmonary rehabilitation. The Cardiovascular Center also offers a monthly cardiac support group and stroke support to members of the community.

South Shore Health provides free community blood pressure screenings to older adults at local councils on aging and assisted living facilities as a way to maintain cardiovascular health and prevent chronic diseases if possible.

We have team of disease management providers who provide an outpatient diabetes program and we support QARI, who provides culturally competent diabetes programs for older adults in other languages.

Program Hashtags

Health Screening, Prevention,

Program Contact Information

Elizabeth Cullen

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
Improve management of chronic conditions and their risk factors in South Shore Health's Community, and improve navigation of health care services.	In progress	Process Goal	Year 1 of 3

EOHHS Focus Issues

Chronic Disease with focus on Cancer, Heart Disease, and Diabetes,

DoN Health Priorities

Not Specified

Health Issues

Chronic Disease-Cardiac Disease, Chronic Disease-Diabetes, Chronic Disease-Hypertension,

Target Populations

- **Regions Served:** Hanover, Marshfield, Quincy, Weymouth,
- **Environments Served:** Not Specified
- **Gender:** All,
- **Age Group:** Adults, Elderly,
- **Race/Ethnicity:** All,
- **Language:** Chinese,
- **Additional Target Population Status:** Not Specified

Partners:

Partner Name and Description	Partner Website
QARI	https://www.qarius.org/
South Shore YMCA	https://ssymca.org/

Cancer Care Community Outreach Program**Program Type**

Total Population or Community-Wide Interventions

Program is part of a grant or funding provided to an outside organization

No

Program Description

South Shore Health has a clinical affiliation with Dana-Farber Cancer Institute and Brigham and Women's Hospital to bring world-leading cancer care and treatment to the people of our region. Our Cancer Care Community Outreach Program involves 1) hosting free health education programs for anyone in the community to familiarize participants with cancer prevention as well as early detection and management techniques and what to expect from chemotherapy, (2) hosting free support groups for anyone in the community who is coping with prostate cancer, and (3) staffing a cancer resource center for anyone in the community who would benefit from free access to its books, brochures, computers, and other resources.

Program Hashtags

Community Education, Prevention, Support Group,

Program Contact Information

Jessica Fallon

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
Improve management of chronic conditions and their risk factors in South Shore Health's Community, and improve navigation of health care services.	In process	Process Goal	Year 1 of 3

EOHHS Focus Issues

Chronic Disease with focus on Cancer, Heart Disease, and Diabetes,

DoN Health Priorities

Not Specified

Health Issues	Cancer-Breast, Cancer-Cervical, Cancer-Colorectal, Cancer-Lung, Cancer-Ovarian, Cancer-Prostate,
Target Populations	• Regions Served: Abington, Avon, Braintree, Bridgewater, Brockton, Canton, Cohasset, Duxbury, East Bridgewater, Easton, Halifax, Hanover, Hanson, Hingham, Hull, Middleborough, Milton, Norwell, Pembroke, Plymouth, Plympton, Quincy, Randolph, Rockland, Scituate, West Bridgewater, Weymouth, Whitman, • Environments Served: Not Specified • Gender: All, • Age Group: All, • Race/Ethnicity: Not Specified • Language: Not Specified • Additional Target Population Status: Not Specified

Partners:

Partner Name and Description	Partner Website
Not Specified	Not Specified

Community Health Education

Program Type	Total Population or Community-Wide Interventions
Program is part of a grant or funding provided to an outside organization	No
Program Description	South Shore Health has a robust series of community education programs, aimed at improving health literacy and patient empowerment. Topics address needs in the community in response to our CHNA and other needs raised by community partners and members. Over the last several years, South Shore Health has offered topics including trauma and fall prevention, musculoskeletal health, nutrition for healthy aging, heart health, mental health and wellbeing, best practices for improved sleep, palliative care and health care decisions, maternal health, and substance use disorders and access to treatment. Our EMS paramedics use a hospital-based and a mobile simulation lab to provide realistic emergency services training and certification for regional first responders.
Program Hashtags	Community Education, Prevention,
Program Contact Information	Elizabeth Cullen

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
Provide education programs that help community members navigate health care options	In process	Process Goal	Year 1 of 3
Raise awareness of evolving health care options by providing community education and outreach	In process	Process Goal	Year 1 of 3
Incorporate theme of health literacy into all programs	In process	Process Goal	Year 1 of 3

EOHHS Focus Issues	Chronic Disease with focus on Cancer, Heart Disease, and Diabetes, Mental Illness and Mental Health, Substance Use Disorders,
DoN Health Priorities	Education,
Health Issues	Health Behaviors/Mental Health-Mental Health, Maternal/Child Health-Reproductive and Maternal Health, Social Determinants of Health-Access to Health Care, Social Determinants of Health-Access to Healthy Food, Social Determinants of Health-Education/Learning, Social Determinants of Health-Nutrition, Social Determinants of Health-Public Safety, Substance Addiction-Substance Use,

Target Populations

- **Regions Served:** Abington, Avon, Braintree, Bridgewater, Brockton, Carver, Cohasset, Duxbury, East Bridgewater, Halifax, Hanover, Hingham, Holbrook, Kingston, Mansfield, Marshfield, Norwell, Pembroke, Plymouth, Plympton, Quincy, Randolph, Rockland, Scituate, West Bridgewater, Weymouth,
- **Environments Served:** Not Specified
- **Gender:** All,
- **Age Group:** All,
- **Race/Ethnicity:** All,
- **Language:** Not Specified
- **Additional Target Population Status:** Not Specified

Partners:

Partner Name and Description	Partner Website
Town of Weymouth	https://www.weymouth.ma.us/
Quincy Health Department	https://www.quincyma.gov/departments/health/index.php
Councils on Aging and Senior Living Facilities	Not Specified
Greater Plymouth Community Health Alliance	https://www.plymouthchna.org/

Community Support & Community Engagement

Program Type

Infrastructure to Support CB Collaboration

Program is part of a grant or funding provided to an outside organization

No

Program Description

South Shore Hospital is engaged in our larger community and supports efforts to make our region a healthier, safer, and more vibrant place to live and work. We provide financial sponsorship and direct personal participation to many organizations and initiatives committed to strengthening our communities, including:

• Community Food Packaging- End Hunger

• Croi Health

• DOVE, providing support in the community combating domestic violence and abuse

• Father Bill's & Main Spring, providing the support and tools to fight homelessness

• Interfaith Social Services

• Manet Community Health Center

• South Shore Chamber of Commerce

• South Shore Peer Recovery

• Quincy Asian Resources (QARI)

• Visiting Dental Hygiene

• The Town of Weymouth through a voluntary Payment In Lieu Of Taxes (PILOT) in the amount of \$662,397.

In addition to providing financial support to key organizations, South Shore Health participates in many community coalitions promoting health and wellness on the South Shore. Our Emergency Management team participates in the South Shore Regional Shelter Task Force, which brings together officials from area towns to plan and simulate how to work together in the event of disasters, pandemic or other catastrophic event. South Shore Health serves on the Steering Committee Greater Plymouth Community Health Alliance (CHNA 23) and as a member of the Greater Brockton Community Health Alliance (CHNA 22.) Blue Hills Community Health Alliance (CHNA 20) was sunset in 2025, and in an effort to continue the collaboration of many of the groups in that alliance, Wellspring Multiservice Agency launched the South Shore Collaborative Network to promote nonprofits working together to improve needs of vulnerable populations, and South Shore Health participates in quarterly meetings with this group. South Shore Health also participates in the South Shore Continuum of Care in partnership with Father Bill's and MainSpring, with a focus on homelessness prevention and youth homelessness prevention. We participate in Weymouth's Mass in Motion grant program, and sponsoring the Healthy Wey initiative to promote healthy living and working environments. To address food security we also joined the Plymouth County Food Action Plan.

South Shore Health provides time, expertise and resources at many local health fairs including Weymouth Health and Wellness Fair, Cohasset Health and Rec Fair, Behavioral Health awareness events including the Walk for Hope and Recovery and overdose awareness vigils, Wollaston Community Center/Asian American Service Association Senior Fair and many others. We additionally support local Councils on Aging's through providing chronic disease management services and by sponsoring free dental services at local sites.

Program Hashtags

Community Education, Health Screening, Prevention,

Program Contact Information

Elizabeth Cullen

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
Participate in local coalitions and taskforces focused on improving access to mental health services and that foster collaboration, knowledge sharing and coordination	In progress	Process Goal	Year 1 of 3

EOHHS Focus Issues

Housing Stability/Homelessness, Mental Illness and Mental Health, Substance Use Disorders,

DoN Health Priorities

Employment, Housing, Social Environment, Violence,

Health Issues

Injury-First Aid/ACLS/CPR, Other-Cultural Competency, Other-Dental Health, Other-Emergency Preparedness, Social Determinants of Health-Access to Health Care, Social Determinants of Health-Access to Healthy Food, Social Determinants of Health-Affordable Housing, Social Determinants of Health-Domestic Violence, Social Determinants of Health-Homelessness, Social Determinants of Health-Income and Poverty, Social Determinants of Health-Language/Literacy, Substance Addiction-Alcohol Use, Substance Addiction-Driving Under the Influence, Substance Addiction-Opioid Use, Substance Addiction-Smoking/Tobacco Use, Substance Addiction-Substance Use,

Target Populations

- **Regions Served:** Abington, Avon, Braintree, Bridgewater, Canton, Carver, Cohasset, Duxbury, East Bridgewater, Easton, Halifax, Hanover, Hanson, Hingham, Hull, Kingston, Marshfield, Milton, Norwell, Pembroke, Plymouth, Plympton, Quincy, Randolph, Rockland, Scituate, Sharon, West Bridgewater, Weymouth, Whitman,
- **Environments Served:** Not Specified
- **Gender:** All,
- **Age Group:** All,
- **Race/Ethnicity:** All,
- **Language:** Not Specified
- **Additional Target Population Status:** Not Specified

Partners:

Partner Name and Description	Partner Website
Town of Cohasset	https://cohassetma.gov/
Marshfield COA	https://www.marshfieldseniorcenter.org/
Wollaston Senior Centers	https://aasa-ma.org/Programs_Services/Wollaston-Senior-Center/

Enhancing Access to Care: Insurance Coverage and System Navigation Assistance

Program Type

Access/Coverage Supports

Program is part of a grant or funding provided to an outside organization

No

Program Description

South Shore Health's Patient Access Team assists both patients and community members research and obtain health insurance. Appointments are open to the community to assist with enrollment. Financial information is provided through a team of counselors in a

language patients, family members, and others in the community understand. The program is free and open to community members. The patient access financial team is open and willing to work with the community, researching the most accessible and relevant insurance information available.

Program Hashtags

Community Education,

Program Contact Information

Cheryl Coveney

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
Continue to support internal and community-based programs that provide information about and access to health insurance; explore ways to prevent losing health insurance due to administrative tasks.	In progress	Process Goal	Year 1 of 3
Continue to support internal and community-based programs that provide information about and access to health insurance; explore ways to prevent losing health insurance due to administrative tasks.	In process	Process Goal	Year 1 of 3

EOHHS Focus Issues

Not Specified

DoN Health Priorities

Education,

Health Issues

Social Determinants of Health-Access to Health Care, Social Determinants of Health-Uninsured/Underinsured,

Target Populations

- **Regions Served:** Abington, Avon, Braintree, Bridgewater, Brockton, Canton, Carver, Cohasset, Duxbury, East Bridgewater, Easton, Halifax, Hanover, Hanson, Hingham, Hull, Kingston, Mansfield, Marshfield, Middleborough, Milton, Norwell, Pembroke, Plymouth, Plympton, Quincy, Randolph, Rockland, Scituate, West Bridgewater, Weymouth,
- **Environments Served:** Not Specified
- **Gender:** All,
- **Age Group:** All,
- **Race/Ethnicity:** All,
- **Language:** Not Specified
- **Additional Target Population Status:** Disability Status,

Partners:

Partner Name and Description	Partner Website
Not Specified	Not Specified

Enhancing Access to Care: Addressing transportation barriers

Program Type

Access/Coverage Supports

Program is part of a grant or funding provided to an outside organization

No

Program Description

South Shore Health provides a free Courtesy Van transportation for patients who have exhausted other options. This program runs from 8 am-3 pm Monday through Friday, serves 17 communities across the South Shore and makes stops at various locations throughout the health system.

In 2024, South Shore Health purchased an SUV and retrofitted it to transport patients to post-discharge behavioral health facilities across the state of Massachusetts. This program, staffed by two EMTs, ensures patients access the post-discharge behavioral health care they need, can provide any needed medical treatment during the ride, and transports patients in

a dignified manner. It also frees up the ambulance service that used to be required for this type of transport, improving access to emergency care in our community. South Shore Health continues to partner with Modivcare Connect, a transportation and ride sharing program to ensure patients have transportation home after an inpatient stay.

Program Hashtags Not Specified

Program Contact Information Not Specified

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
Enhance equitable access to care in South Shore Health's community.	In process	Process Goal	Year 1 of 3
Explore ways to improve transportation options within and around the South Shore Health System	In process	Process Goal	Year 1 of 3
Support post discharge transportation options including SSH's behavioral health transportation program and Modivcare Connect	In process	Process Goal	Year 1 of 3

EOHHS Focus Issues Substance Use Disorders,

DoN Health Priorities Not Specified

Health Issues Social Determinants of Health-Access to Health Care, Social Determinants of Health-Access to Transportation,

Target Populations

- **Regions Served:** Abington, Avon, Braintree, Bridgewater, Brockton, Canton, Cohasset, Duxbury, East Bridgewater, Easton, Halifax, Hanover, Hanson, Hingham, Hull, Kingston, Mansfield, Marshfield, Middleborough, Milton, Norwell, Pembroke, Plymouth, Plympton, Quincy, Randolph, Rockland, Scituate, West Bridgewater, Weymouth,
- **Environments Served:** Not Specified
- **Gender:** All,
- **Age Group:** All,
- **Race/Ethnicity:** All,
- **Language:** Not Specified
- **Additional Target Population Status:** Not Specified

Partners:

Partner Name and Description	Partner Website
Modivcare	https://www.modivcare.com/?msclkid=1aca531609761358a5913aaa2e4b3558

Enhancing Access to Care: Mobile Integrated Health

Program Type Direct Clinical Services

Program is part of a grant or funding provided to an outside organization No

Program Description South Shore Health's Mobile Integrated Health (MIH) program brings care into the community by providing personalized, high touch care that is also supported by technology. Paramedics improve access to care for patients by providing certain services, such as lab work IV fluids and other medications, wound care, nebulizer treatments, COVID-19 tests and vaccines in patient's homes. Barriers to care are also reduced due to the interpersonal relationships that are developed between SSH paramedics and the patients receiving care.

Program Hashtags Community Education,

Program Contact Information Eugene Duffy

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
Enhance equitable access to care in South Shore Health's community	In process	Process Goal	Year 1 of 3
Enhance equitable access to care in South Shore Health's community	In process	Process Goal	Year 1 of 3
Leverage community-based programs, (e.g. MIH, VNA) to provide community education and increase access to care	In process	Process Goal	Year 1 of 3

EOHHS Focus Issues

Chronic Disease with focus on Cancer, Heart Disease, and Diabetes, Mental Illness and Mental Health,

DoN Health Priorities

Not Specified

Health Issues

Cancer-Other, Chronic Disease-Diabetes, Chronic Disease-Hypertension, Chronic Disease-Osteoporosis, Chronic Disease-Overweight and Obesity, Chronic Disease-Pulmonary Disease, Chronic Disease-Sickle Cell Disease, Chronic Disease-Stroke, Health Behaviors/Mental Health-Mental Health, Infectious Disease-COVID-19, Injury-First Aid/ACLS/CPR, Injury-Home Injuries, Social Determinants of Health-Access to Health Care,

Target Populations

- **Regions Served:** Abington, Avon, Braintree, Bridgewater, Brockton, Canton, Carver, Cohasset, Duxbury, East Bridgewater, Easton, Halifax, Hanover, Hanson, Hingham, Hull, Mansfield, Marshfield, Middleborough, Milton, Pembroke, Plymouth, Plympton, Quincy, Randolph, Rockland, Scituate, West Bridgewater, Weymouth, Whitman,
- **Environments Served:** Not Specified
- **Gender:** All,
- **Age Group:** All, Elderly,
- **Race/Ethnicity:** All,
- **Language:** Not Specified
- **Additional Target Population Status:** Not Specified

Partners:

Partner Name and Description	Partner Website
Not Specified	Not Specified

Senior Safety Program**Program Type**

Direct Clinical Services

Program is part of a grant or funding provided to an outside organization

No

Program Description

In addition to the health education available for older adults like fall prevention and chronic disease presentations and the community exercise programs aimed at ensuring older adults are physically fit and active, South Shore Health also offers two unique programs for our patients and their families post discharge.

South Shore Health VNA offers the First Day Home program, which supports patients in ensuring their homes are safe during the transition from being in the hospital to being at home. An RN visits the home within 24 hours of discharge, makes sure the home is safe from fall hazards and that patients have food and essential supplies. Their prescribed medications are reviewed with the patients as well.

South Shore Health VNA also offers the Habitation at Home program for those dementia or other cognitive impairments. Clinicians go into the patient's home and assess for safe routines and environments. The clinicians also provide education to caregivers to support them as they adapt to the needs of the person for which they are caring.

Our trauma prevention team has started offering a new program for older adults called CarFit. The CarFit program is an educational initiative designed to help seniors ensure their

vehicles are properly fitted for their comfort and safety. South Shore Health offers CarFit events where trained experts assess and enhance vehicle safety features, including seat positioning and steering wheel distance

Program Hashtags

Community Education,

Program Contact Information

Elizabeth Cullen

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
Improve management of chronic conditions and their risk factors in South Shore Health's Community, and improve navigation of health care services.	In process	Process Goal	Year 1 of 3

EOHHS Focus Issues

Chronic Disease with focus on Cancer, Heart Disease, and Diabetes,

DoN Health Priorities

Not Specified

Health Issues

Chronic Disease-Alzheimer's Disease, Health Behaviors/Mental Health-Physical Activity, Injury-Home Injuries, Other-Senior Health Challenges/Care Coordination,

Target Populations

- **Regions Served:** Abington, Avon, Braintree, Bridgewater, Brockton, Canton, Cohasset, Duxbury, East Bridgewater, Easton, Halifax, Hanover, Hanson, Hingham, Hull, Mansfield, Marshfield, Middleborough, Milton, Plymouth, Plympton, Quincy, Randolph, Rockland, Scituate, West Bridgewater, Weymouth, Whitman,
- **Environments Served:** Not Specified
- **Gender:** All,
- **Age Group:** Elderly,
- **Race/Ethnicity:** All,
- **Language:** Not Specified
- **Additional Target Population Status:** Not Specified

Partners:

Partner Name and Description	Partner Website
Not Specified	Not Specified

Substance Use Treatment and Community Outreach Expansion

Program Type

Direct Clinical Services

Program is part of a grant or funding provided to an outside organization

No

Program Description

In 2024 South Shore Health received a seven-year grant from the Bureau of Substance Addition Services to focus on substance use treatment. South Shore Health will use the grant to provide additional treatment options including an intensive outpatient program to address SUD issues and relapse prevention and access to methadone treatment at SSH during the first 72 hours post-induction. Additionally, two Community Health Workers will focus on greater outreach into BIPOC communities within our community. South Shore Health also partners with Manet Community Health Center to ensure wrap around services are provided to those in treatment. South Shore Health continues to collaborate with town and community members to continue the important work on SUD harm reduction that was done under the HEAL grant which ended in 2023. Each month, South Shore Health participate South Shore Health's pharmacy department addresses the critical community challenge of substance abuse through the provision of Narcan to first responders in order to save the lives of patients experiencing a life-threatening overdose.

Program Hashtags

Community Health Center Partnership, Prevention, Support Group,

Program Contact Information

Amy Bille

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
Reduce stigma associated with substance use disorders by providing education and community outreach	In process	Process Goal	Year 1 of 3
Distribute Narcan through community outreach efforts to promote harm reduction techniques and reduce opioid deaths	In process	Process Goal	Year 1 of 3

EOHHS Focus Issues

Not Specified

DoN Health Priorities

Not Specified

Health Issues

Substance Addiction-Alcohol Use, Substance Addiction-Opioid Use, Substance Addiction-Smoking/Tobacco Use, Substance Addiction-Substance Use,

Target Populations

- **Regions Served:** Abington, Avon, Braintree, Bridgewater, Brockton, Canton, Cohasset, Duxbury, East Bridgewater, Halifax, Hanover, Hanson, Hingham, Hull, Kingston, Mansfield, Marshfield, Middleborough, Milton, Norwell, Plymouth, Plympton, Quincy, Randolph, Rockland, Scituate, West Bridgewater, Weymouth, Whitman,
- **Environments Served:** Not Specified
- **Gender:** All,
- **Age Group:** All,
- **Race/Ethnicity:** Not Specified
- **Language:** Not Specified
- **Additional Target Population Status:** Not Specified

Partners:

Partner Name and Description	Partner Website
Manet Community Health	https://www.manetchc.org/
Town of Weymouth	https://www.weymouth.ma.us/

Women and Family Health Programs**Program Type**

Community-Clinical Linkages

Program is part of a grant or funding provided to an outside organization

No

Program Description

South Shore Health provides a number of programs in Women's and Family Health. Education and training programs include infant CPR and breastfeeding education. We have a "milk line" to ask questions about breastfeeding and have a lactation support group. Growing Infants For Tomorrow (GIFT), or the GIFT program is a grant through Mothers' Milk Bank of the Northeast, and is for families who receive income based public benefits. South Shore Health dispensed 88 bottles of donated milk via this program in 2025. We also work with the Mothers' Milk Bank of the Northeast to donate milk for distribution. In addition to lactation support group, we also host support groups for pregnancy loss, perinatal support and a mother and baby support group.

Program Hashtags

Community Education, Support Group,

Program Contact Information

Not Specified

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
Not Specified	Not Specified		

EOHHS Focus Issues	Not Specified
DoN Health Priorities	Not Specified
Health Issues	Maternal/Child Health-Child Care, Maternal/Child Health-Parenting Skills, Maternal/Child Health-Reproductive and Maternal Health,
Target Populations	• Regions Served: Abington, Avon, Braintree, Bridgewater, Brockton, Canton, Carver, Cohasset, Duxbury, East Bridgewater, Easton, Halifax, Hanover, Hanson, Hingham, Hull, Kingston, Mansfield, Marshfield, Milton, Norwell, Pembroke, Plymouth, Plympton, Quincy, Randolph, Rehoboth, Scituate, West Bridgewater, Weymouth, Whitman, • Environments Served: Not Specified • Gender: Not Specified • Age Group: Adults, Infants, • Race/Ethnicity: All, • Language: Not Specified • Additional Target Population Status: Not Specified

Partners:

Partner Name and Description	Partner Website
Mothers Milk Bank NE	https://milkbankne.org/

Expenditures

Total CB Program Expenditure \$4,191,536.65

CB Expenditures by Program Type	Total Amount	Subtotal Provided to Outside Organizations (Grant/Other Funding)
Direct Clinical Services	\$728,310.21	Not Specified
Community-Clinical Linkages	\$1,731,450.18	Not Specified
Total Population or Community-Wide Interventions	\$491,878.99	Not Specified
Access/Coverage Supports	\$826,276.74	Not Specified
Infrastructure to Support CB Collaborations Across Institutions	\$413,620.53	Not Specified

CB Expenditures by Health Need	Total Amount
Chronic Disease with a Focus on Cancer, Heart Disease, and Diabetes	\$785,384.14
Mental Health/Mental Illness	\$969,698.35
Housing/Homelessness	\$588,056.11
Substance Use	\$588,056.11
Additional Health Needs Identified by the Community	\$1,260,341.94

Other Leveraged Resources \$869,832.00

Net Charity Care Expenditures	Total Amount
HSN Assessment	\$3,098,211.00
HSN Denied Claims	\$0.00
Free/Discount Care	\$379,523.00

Total Net Charity Care	\$3,477,734.00
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Total CB Expenditures:	\$8,539,102.65
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Additional Information	Total Amount
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Net Patient Service Revenue:	\$833,889,643.00
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CB Expenditure as Percentage of Net Patient Services Revenue:	1.02%
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Approved CB Program Budget for FY2026:	Not Specified
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(*Excluding expenditures that cannot be projected at the time of the report.)

Comments (Optional):	Note that the "other leveraged resources" expenditure listed above addresses the substance use health need.
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Optional Information

Hospital Publication Describing CB Initiatives:	Not Specified
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Bad Debt:	\$25,520,250.00
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Bad Debt Certification:	Certified
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Optional Supplement:	Not Specified
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