



Boston Children's at Waltham Community Commitment



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A deep commitment to the health and well-being of children: A Q&A with hospital leadership



Greg Hamann



Julee Bolg

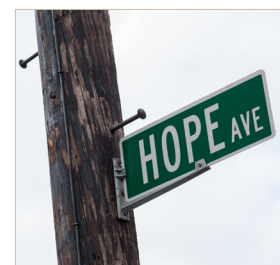
Leading the daily operations for Boston Children's at Waltham is no small task, especially during the COVID-19 pandemic. **Greg Hamann**, executive director of Satellite Operations, and **Julee Bolg**, executive director of Satellite Clinical Operations, are responsible for the operations of the Waltham facility, as well as other satellites. They recognize it takes a team to provide the highest-quality care for the thousands of patients and families who visit the facility annually. With a combined 20 years of experience at Boston Children's, they help drive initiatives to promote community engagement and commitment. We sat down with Greg and Julee to learn more about the impact the hospital is making in the community.

Q: How does Boston Children's at Waltham approach its commitment to community?

A: Our commitment in Waltham extends beyond health services. We take pride in being an active member in the community and partner with community organizations that focus on improving the health and well-being of families. Such organizations include the Waltham Partnership for Youth, the Waltham Family School, and the Boys & Girls Club of Waltham.

Q: Where is the biggest opportunity for the hospital to have an impact in the community?

A: There is a saying in medicine that an ounce of prevention is worth a pound of cure. By partnering with community organizations to help empower children and families to make healthy decisions, we're helping to make a difference. Internally, we recognize that one of the biggest barriers to care for many in the community is access to critical health services, and that's the number one reason we've invested so much in our Waltham satellite. Our presence on Hope Avenue allows Waltham children to get the same Boston Children's services and see Boston Children's providers close to their home.



Q: What do you look for in a community partner?

A: A common thread for all our community partners is a commitment to the health and well-being of children in their community, no matter their socioeconomic situation. This includes organizations with pediatric health missions as well as with those that are committed to healthy families in Waltham, such as the Waltham Rotary, Waltham Chamber of Commerce, and Waltham Public Schools.

Q: What is an example of a successful partnership or program that has evolved over the years?

A: The Waltham Partnership for Youth (WPY) is an organization that supports “at risk” children and families in the community. As the organization has grown and expanded, we’ve found new ways to support their initiatives, especially around access to mental health services. We’ve also offered summer internships to several Waltham High School students connected with the WPY.

Q: What’s most exciting about being part of the Waltham community?

A: We love to hear when we make a difference in the life of a patient and the lasting impact we have on families. Looking ahead, Boston Children’s will continue its commitment to the Waltham community and look for new ways to support the health and well-being of children in the community.

Q: How has Boston Children’s at Waltham responded to the COVID-19 pandemic?

A: Our doors remained open and we continued to see patients who needed our care. This is a testament to the hard work and careful planning of many team members. The Community Based Acute Treatment (CBAT) program, infusion, operating rooms, specialty clinics for medically urgent patients, and the cafeteria (The Bistro) remained operational throughout the pandemic.

The COVID-19 pandemic will have a lasting impact on our community, but our participation and engagement will remain strong as we enhance existing partnerships and build new ones.





Our community pride shows

At **Boston Children's at Waltham**, we take pride in being part of the community. This includes doing our part to keep the area around our building attractive and safe.

"We've made a number of improvements over the past year," says Sheldon Kane, head of our engineering operations. "We put in a new sidewalk around the campus, fixed potholes on the road, took down dead trees and planted new ones, put in new flowerbeds in front of the campus, and completed a lot of new landscaping work, including palm trees that we move inside during the winter months."

The hospital works with a local company, Nicolazzo, for all of its landscaping needs, including snow removal in the winter. They also have a painter, who keeps the area around the campus, including hydrants, looking attractive.

Youth leaders promote nutrition

Getting kids to eat healthy has challenged generations of parents. But throughout the summer of 2019, Waltham high school students took the lead in promoting healthy eating for hundreds of local residents.

"Youth have more influence on their peers' attitudes and behaviors than adults," says Waltham Boys and Girls Club executive director, Erica Young. "By allowing teens to take the lead, we are having a greater impact on those we most need to reach."

With funding from Boston Children's Collaboration for Community Health, the club trained more than 20 peer mentors in peer outreach and program facilitation. The youth leaders offered a series of health and nutrition events throughout Waltham. Held at a local park, the public library, and a public housing development, the events included free meals, nutrition information, and health and wellness resources.





During the 2019-2020 holiday season, the **Waltham Youth Hockey Bantam AAA** team donated small toys for the Child Life Treasure Chest and assisted two families with gifts through our Center for Families Program.

Waltham-area organizations

Through our involvement with Waltham-area organizations, we enhance the health and well-being of children and families in the community — a core tenet of Boston Children’s mission. This past year, we played an active role in the community:

- Providing financial and technical support for Charles River Community Health Center’s pediatric primary care practice, including a program focused on healthy weight and food access
- Collaborating with business organizations:
 - » Waltham Chamber of Commerce
 - » Waltham Rotary Club
- Supporting local civic organizations:
 - » Waltham Partnership for Youth
 - » Waltham Boys & Girls Club
 - » Waltham YMCA
 - » Waltham Land Trust
 - » Waltham Family School
- Supporting the City of Waltham:
 - » Waltham Local Emergency Planning Committee
 - » Partnership for Youth Coalition
 - » Family Resilience Network of Waltham
- Building relationships through town sports program affiliations:
 - » Waltham High School Athletics
 - » Waltham YMCA
 - » Gann Academy
 - » Chapel Hill-Chauncy Hall School
 - » Sidekick Sports Academy
 - » MGC Gymnastics
- Sponsoring Waltham Youth Sports teams:
 - » Waltham Youth Football
 - » Waltham Youth Basketball
 - » Waltham Youth Baseball
- Providing sports injury prevention programming through Boston Children’s Sports Medicine physician practices:
 - » Waltham Boys & Girls Club
 - » Waltham Youth Soccer
 - » Waltham Youth Hockey



Patient profile: Hannah Marmor

For the past year, **Hannah Marmor** has visited Boston Children's at Waltham every six weeks for infusion treatments for her ulcerative colitis. The treatment has been life-changing for Hannah, who can now venture wherever she likes without worrying about needing to run to the bathroom. She also appreciates the friendliness of the staff.

"Honestly, they are very welcoming and knowledgeable, and they all know my name because I go in so often," says Hannah. "They give me a snack before the infusion — I always choose the Oreos — and then I sit down with my blanket and just relax. It's really easy."

Even when the COVID-19 pandemic hit, she didn't miss a treatment. "We absolutely felt comfortable going in during the pandemic," says her mom, Stacey. "All of the staff were wearing masks, and they modified the waiting area with plexiglass so each patient has their own private cubicle."

Hannah feels so comfortable with the treatment and staff at Waltham that she was planning on continuing her infusions there even after starting her freshman year at Queens University in Ontario, Canada. Although the COVID-19 pandemic has put her plans to live on campus on hold for this semester, she plans to continue her treatment in Waltham indefinitely.

"She feels so comfortable there that it makes no sense to switch," says Stacey. "We've already planned out the timing for next semester so she can return home every six weeks for treatment."

Committed to behavioral health

The hospital continues to support the Waltham Partnership for Youth (WPY) and its associated work to identify the needs of Waltham youth and connect them to resources addressing those needs. As part of this relationship, Boston Children's at Waltham has funded a behavioral health referral service, INTERFACE Referral Services, in collaboration with William James College. The referral line has received several hundred referrals since 2013 – largely for students from the Waltham school system, but the referrals have not been exclusively for children.

Supporting the behavioral health needs of the children, youth, and families in Waltham and surrounding communities is an ongoing focus for Boston Children's at Waltham. From our 12-bed residential **Community Based Acute Treatment (CBAT)** program to our first Boston Children's satellite to host outpatient services and community education programming, we remain a committed community partner.

"Our program serves the community by providing specialized behavioral health support to children school age through adolescence who are in crisis. We are so happy to use our expertise to provide treatment and support for some of the most vulnerable children and families in our community"

- **Amy Alleman, RN, MSN, CPNP**

Nurse Manager, Community Based Treatment Program (CBAT)





Daniel Delaney (right) with Herman Edey, OR inventory management specialist

On the front lines: Meet the clean team's Dan & Lidia

Handrails, elevator buttons, doorknobs. These are the high touch surfaces that are known to carry germs.

Operating on the front lines to keep Boston Children's at Waltham clean is a team of professionals in the hospital's Environmental Services Department (ESD). This group has worked around the clock throughout the COVID-19 pandemic to help keep our patients, families, and staff safe.

"If I'm a patient, I want to feel this is a safe place to be," says **Dan Delaney**, an ESD assistant. This mantra is what drives his work every day as he double- and triple-cleans high-touch surfaces, exam rooms, operating rooms, bathrooms, and common areas throughout the building. "We're doing the same cleaning we did before COVID-19, but we've stepped it up a notch. We want to make sure patients and families feel safe being here."

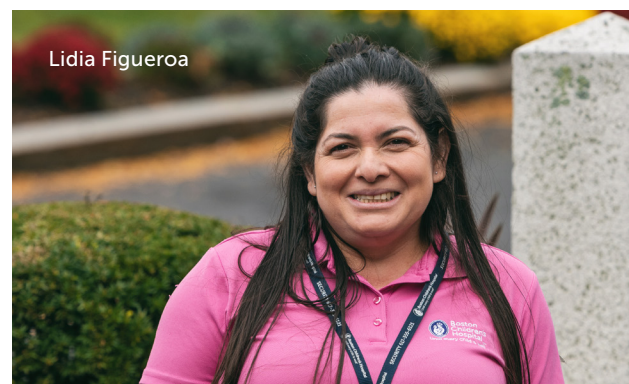
The job of cleaning the hospital has evolved during COVID-19, and its importance is greater than ever as the hospital works to prevent the spread of germs and COVID-19 during these uncertain times.

"We try to be more visible with patients to make them feel safe," says **Lidia Figueroa**, a group leader for ESD.

With more than 24 years of collective experience working at Boston Children's, Lidia and Dan, who are both Waltham residents, recognize the importance of their teams and the team work required to do their jobs.

"Everyone is focused and has a passion, a love, for what we're doing," says Lidia.

The hospital has remained open throughout COVID-19. This has been made possible thanks to the dedicated professionals like Lidia and Dan who work diligently keep the facilities clean and our community safe.



Charles River Community Health Center

Boston Children's at Waltham provided significant financial support to Charles River Community Health Center to help support their Waltham COVID-19 testing site. They are able to test children and also test community members who are not their patients. Charles River Community Health Center has been a longtime partner of Boston Children's.

"We believe that community health centers are crucial community resources and thus thought it was important to support the expansion of COVID-19 testing at Charles River's Waltham site," said **Shari Nethersole, MD**, executive director for Community Health at Boston Children's. "The pandemic has disproportionately affected immigrant communities and areas with many essential workers, and Charles River has a long history of providing care to those communities, both in Waltham as well as many surrounding towns."



School Partnerships

We know it's important to reach children and teens where they spend most of their time – at school. We work alongside the Waltham Public Schools and other local school-based organizations to advance the health and well-being of all their students, such as:

- Waltham High School: employed students through paid summer internships
- Waltham Public Schools: provided financial support for utilization of a private mental health referral service, connecting close to 150 youth and families to providers
- Collaborated with and attended events by: Waltham School Health Advisory Committee, Waltham's Conference on the Opioid Crisis & Youth Summit Resources Fair, Youth Risk Survey, "Angst" documentary screening, and "Minding Your Mind" presentation on mental health and suicide
- Drug Free Community Grant (written by the Partnership for Youth): served as a health care representative
- Moody Street 5k Road Race sponsor: proceeds benefit students at the Waltham Secondary Public Schools and earmarked to provide programs that encourage active lifestyles and healthy living



Boston Children's Hospital COACH Internship Program

Waltham high school students Alexia Marriott and D'Andra McKoy participated in summer internships at Boston Children's at Waltham during the summer of 2019. This program is a partnership between Boston Children's and the Waltham Partnership for Youth. Due to COVID-19, summer internships were not offered in the summer of 2020.

A visual timeline of Waltham through the years

Opening of Boston Children's at Waltham satellite 2005



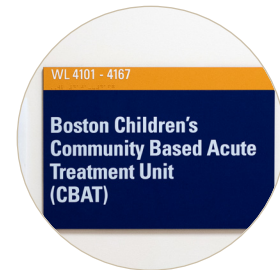
Clinics open



The Micheli Center for Sports Injury Prevention provider group established



Community Based Acute Treatment Unit (CBAT) opens



Boston Children's provided

5,672

ambulatory visits to Waltham residents across all of its locations.

Waltham Youth Hockey's Pee Wee and Bantam Teams donate gifts to patients and adopt two patient families



COACH interns at Boston Children's at Waltham



We employ **270+** Waltham residents in high-quality health sector jobs



COVID-19 response 2020





Boston Children's at Waltham

bostonchildrens.org/about-us/locations/waltham

9 Hope Avenue, Waltham, MA 02453

- World-class pediatric care specialties and services west of Boston, close to home.
- Hospital services available from Boston Children's at Waltham.
- We've expanded our hours to include evening and weekend appointments.
 - » Six operating rooms
 - » 10-bed infusion unit
 - » 11-bed inpatient unit
 - » Blood draw
 - » Community Based Acute Treatment Unit
 - » Center for Communication Enhancement
 - » Imaging (MRI/CT scan/ultrasound/fluoroscopy/diagnostic)
 - » Physical/Occupational Therapy
- Specialty services provided by Boston Children's physicians

<ul style="list-style-type: none"> » Adolescent Medicine » Adolescent Substance Abuse Program » Allergy » Balance/Vestibular Lab » Cardiology » Clinical Nutrition » Dermatology » Developmental Medicine » Endocrinology » Genetics 	<ul style="list-style-type: none"> » Gastroenterology » Headache, Pain & Acupuncture » Hematology » Immunology » Nephrology » Neurology » Ophthalmology » Orthopedics & Sports Medicine 	<ul style="list-style-type: none"> » Otolaryngology » Plastic Surgery/Oral Maxiofacial » Psychiatry » Pulmonary » Rheumatology » Sleep » Surgery » Urology
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