

BOSTON PUBLIC LIBRARY



3 9999 06584 556 0

BOSTON
PUBLIC
LIBRARY





Digitized by the Internet Archive
in 2011 with funding from
Boston Public Library

<http://www.archive.org/details/icprojectphase1c00newe>

91-92-1557

15-11-92

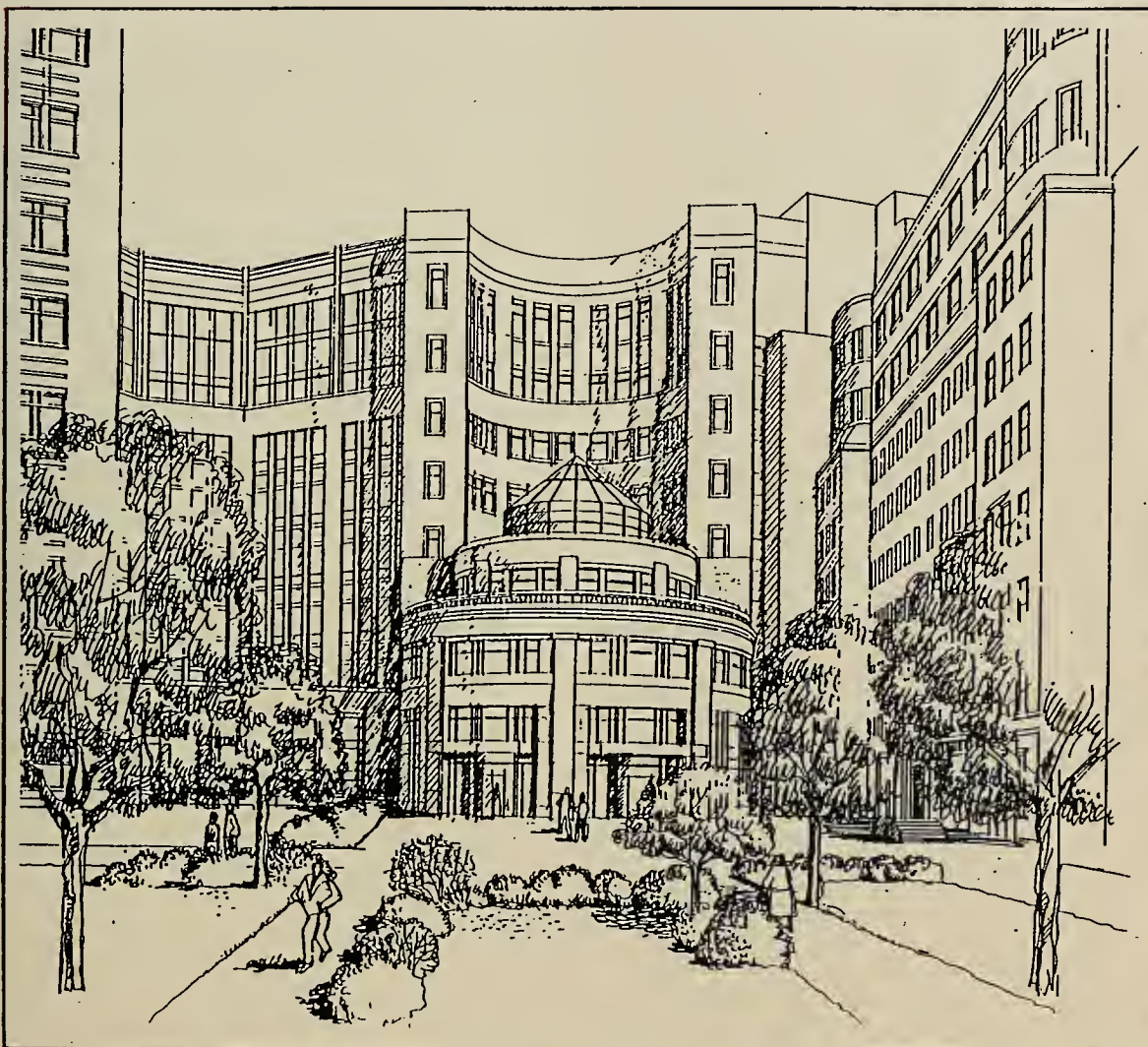
GOVDOC
BRA
4436



New England
Medical Center Hospitals

BOSTON PUBLIC LIBRARY

1-C PROJECT PHASE 1 COMMUNITY BENEFITS PLAN STATUS REPORT



Volume II (should be 2nd report rather than vol. 2)

June 1992



**New England
Medical Center Hospitals**

Jerome H. Grossman, M.D.
President

*1796 Boston Dispensary
1894 Floating Hospital for Infants and Children
1938 Pratt Clinic
1948 New England Center Hospital
1958 Rehabilitation Institute*

*The principal teaching
hospitals for Tufts University
School of Medicine*

750 Washington Street
Boston, Massachusetts 02111
Telephone: (617) 956-5000

June 22, 1992

William Moy, Co-Moderator
Chinatown/South Cove Neighborhood Council
65 Harrison Avenue, Suite 203
Boston, MA 02111

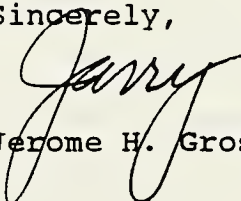
Dear Bill:

The New England Medical Center is pleased to submit an updated version of the Community Benefits Status Report as part of 1-C Progress Report.

The Status Report details the specific progress that has been made to date in connection with each category of community benefit included in the Master Plan. The format of the Report is the same as the previous report submitted on March 3, 1992. The new information included since then is shown in bold type. In particular, we have incorporated the progress we have made to date with minority purchasing/contracting and community participation in construction projects.

We look forward to discussing the Status Report with you and other members of the Council at the upcoming meetings.

Sincerely,


Jerome H. Grossman, M.D.

cc: Chinatown/South Cove Neighborhood Council Members

**NEW ENGLAND MEDICAL CENTER HOSPITALS
1-C PROJECT PHASE 1
COMMUNITY BENEFITS PLAN STATUS REPORT**

June 1992

TABLE OF CONTENTS

1. Housing Linkage
2. Jobs Linkage
3. Master Plan Linkage
4. Job Training
5. Affirmative Action
6. Purchasing and Contracting
7. Technical Assistance for Fund Raising
8. Multi-Lingual Interpreter Service
9. South Cove Community Health Center
10. Chinese Culture Institute
11. Parcel C - Community Services Center
12. Open Space
13. Pedestrian Access
14. Architecture/Urban Design
15. Transportation/Traffic
16. Monitoring

List of Attachments

1. Medical Secretary Training Program
2. Literacy Training Program
3. List of Chinatown Community Groups
4. Summer Jobs Program
5. Asian Employee Population at NEMCH
6. Percentage of Asian Employees at NEMCH
7. Letter to Asian Suppliers
8. List of Vendor Fair Participants
9. Notes from Minority construction Contracting Meeting
10. Number of Interpreter Service Requests
11. Sample of Chinese-Vietnamese Menu
12. NEMCH Map in Chinese and Vietnamese
13. Sample Page from Chinese-Vietnamese Phrase Book
14. Description of Community Hospitals Unit
15. Description of SCCHC Liaison Position

NEW ENGLAND MEDICAL CENTER

MASTER PLAN

COMMUNITY BENEFITS PLAN

STATUS REPORT

June 22, 1992

MASTER PLAN COMMITMENTS

STATUS

1. HOUSING LINKAGE

* Payment of 20% upfront at time of DoN or BRA approval of 1-C

* Payment of \$216,000 was made on November 8, 1991

* Payment of 80% (NPV) upon the issuance of a building permit for 1-C

* **Payment of \$1,136,180 will be made upon issuance of building permit, anticipated in October 1992.**

2. JOBS LINKAGE

* Initiation of Jobs Creation Proposal to expand ESL and training program for Chinatown residents

* Proposal will be submitted 90 days prior to building permit for 1-C (July, 1992). A payment of \$270,436 will be made in October 1992. NEMC submitted draft proposals to Neighborhood Jobs Trust for two, 3-year programs:

1. **Surgical Technologist and ESL Training Program with CACA;**

2. **Disability Employment Program at NEMC.**

Note: Information updated since March 3, 1992 Report is shown in bold.

3. MASTER PLAN LINKAGE

* Commitment to single 100,000 square foot exemption for housing and jobs linkage over the course of the entire Master Plan

* Commitment has been made

4. JOB TRAINING (See attachments #1-4)

* Commitment of \$156,000 for job training over a 3 year period, with \$60,000 in year 1; \$63,000 in year two; and \$33,000 in year 3; funds to be used to expand existing programs and initiate new programs

* Year 1 payment of \$60,000 and Year 2 payment of \$63,000 have been made to COTC and VACA for expansion of existing ESL, job readiness, and job training programs

* Collaboration with community agencies to evaluate the effectiveness of existing job training programs and benefits to the Asian population

* **Proposal to train medical secretaries through CACA has been approved by Neighborhood Council and costs approximately \$33,000. Training start date is August 17, 1992. An advisory board has been established that includes NEMC managers, CACA representatives, and representatives from Human Resources.**

* **Chinatown Workplace Education Initiative has received funding to provide adult basic education and literacy to NEMC and South Cove Manor Nursing Home Employees. Pending final contract negotiations, the U.S. Department of Education will provide \$160,000 in funding and NEMC has committed to provide in-kind funding of \$120,000. Program begins September 1992.**

Note: Information updated since March 3, 1992 Report is shown in bold.

* Collaboration with COTC to develop specialized job training programs

* **Biomedical Careers Training Program** was initiated with EDIC and JCS and other institutions; the program ran from October 1991-May 1992. NEMC hired 2 of the 6 Asian graduates. Special consideration is being given to hire additional Asian graduates.

* Efforts to increase outreach and participation of Chinatown residents include weekly advertising of NEMC openings in Sampan since December and monthly mailings to 38 Asian Community groups for the past year.

* Continued participation in "Boston Summer Jobs Program"

* Participation in summer jobs program has increased over past 5 years from 22 to 84 students, with Asian representation increasing from 18% to 50%. **In 1992 NEMC participation in the Boston Summer Jobs program will continue at 50% Asian participation.**

5. AFFIRMATIVE ACTION (See attachments #5-6)

* Establishment of working committee of representatives from the CNC to work with NEMC's Human Resources Department in affirmative hiring program

* A **42%** increase has occurred in the number of Asian employees from 1989 to **1991** (308 to **440 employees**)

* Asians comprise **8.2%** of total NEMC workforce.

Note: Information updated since March 3, 1992 report is shown in bold.

- * Appointment of liaison to work with the CNC and community on affirmative hiring
- * Increase in efforts to recruit youths from YES, YMCA, and Boys and Girls Clubs for employment. Provisions of on-site or off-site employment centers for affirmative action
- * Compliance with any and all state and municipal laws and regulations regarding affirmative action
- * **A Minority College Internship Program is being piloted in the summer of 1992 including an Asian participant.**
- * Manny Berger, VP of Human Resources has been designated as liaison
- * **A Chinatown Neighborhood Council Subcommittee on training and educations** has been established to address affirmative action, and job training program planning and development
- * **NEMC is in full compliance with all laws and regulations regarding AA.**

6. PURCHASING AND CONTRACTING (See attachment #7-9)

- * Development of purchasing and contracting program with minority-owned small businesses, including designation of individual to coordinate program, identify and maintain listing of minority-owned businesses, and establish program
- * AACBA provided a list of Asian owned businesses. **NEMC's Purchasing Department has incorporated this list into its computer system and will contact in English and Chinese each business owner to seek an itemized list of products and services from each business in order to make the list more useful.**
- * **The list will be enhanced by July 31, 1992 and thereafter suppliers will routinely be included in all relevant mailings on items that will be put out for bid or for negotiation.**

Note: Information updated since the March 3, 1992 Report is shown in bold.

- * **The NEMC Purchasing Policy & Procedures have adopted a statement of minority purchasing based on the process for which May Ling Tong from the Minority Business Council was a consultant. The purchasing policy was updated in July 1992.**
- * **Director of Purchasing has been designated as liaison.**
- * **NEMC representatives meet with CNC's Minority Business Advisory Committee to develop minority vendor purchasing and contracts.**
- * **Vendor fair was held on March 13, 1992 for small appliances, audiovisual equipment and restaurant durables and equipment. Ten potential vendors were invited. Eight vendors attended. As a result of the vendor fair, TV and audiovisual equipment for the new maternity service were purchased exclusively from Chinese vendors. More orders are in process.**
- * **In addition, as a result of the vendor fair, two Asian businesses have been designated as primary vendors for appliances and computer equipment.**

Note: Information updated since March 3, 1992 report is shown in bold.

* A second vendor fair is planned July 17, 1992 which will focus on produce and paper products and over 50 vendors will be invited.

* One pilot contract was started in May with a produce supplier (Lun Fat) for fresh vegetables.

* NEMC has been actively working on increasing Asian Community participation in construction activities:

1) employ new apprentices within trade union ranks; 2) employ local Asian subcontractors; 3) utilize local Asian suppliers and vendors; and 4) encourage local trade unions to hire more Asian apprentices into the unions.

Chau Ming Lee, CACA, has been appointed liaison with NEMC to increase employment opportunities for Asian contractors.

An initial meeting has taken place with representatives from CNC, the Mayor's office, and Barr and Barr Construction. A subsequent meeting is scheduled with Turner Construction.

A list of graduates who have completed the pre-apprenticeship training program sponsored by the Boston Building Trade Council has been provided to NEMC. As a

Note: Information updated since March 3, 1992 report is shown in bold.

result, Barr and Barr has hired two (2) Asian apprentices through the carpenters union. Barr & Barr subcontractors have also increased their use of Asian apprentices. The electrician subcontractor hired three (3) Asian apprentices with efforts underway to hire a fourth. The HVAC subcontractor has hired one (1) Asian apprentice who started June 16, 1992. The plumbing subcontractor is also working with the union to hire an Asian apprentice for the Pratt 7 & 8 addition. Other subcontractors are also being encouraged to hire Asian trades people on NEMC projects.

The Community has provided a list of Asian contractors to NEMC. The list is currently being reviewed by Wesley Lee of the Building and Construction Trades Council to determine what trades the subcontractors can perform and which are currently in the union. Following this review, Turner Construction will pursue employment of qualified contractors.

Turner Construction will assist Asian contractors in processing applications and will conduct a pre-bid conference with Asian contractors informing them of the project and the bidding procedures.

Note: Information updated since March 3, 1992 Report is shown in bold.

Turner Construction has also agreed to work with the minority subcontractors to complete pre-qualification statements and assist them in joining the unions if desired.

A list of suppliers has been provided to Barr & Barr and Turner Construction. Appropriate vendors and suppliers are being pursued.

7. TECHNICAL ASSISTANCE FOR FUND RAISING

* Provision of technical assistance from Development Office for fund raising for economic development

* The Medical Center stands ready to provide technical assistance

8. MULTI-LINGUAL INTERPRETER SERVICE (See attachment #10-13)

* Continuation of multi-lingual interpreter services on 24 hour a day basis and resolution of any inadequacies

* **NEMC met over 99% of the more than 10,000 Asian interpreter service requests made in 1991.**

* Full-time Chinese interpreter has been employed.

* **Full-time Vietnamese interpreter/outreach worker will begin July 6, 1992.**

* **NEMC Interpreter Services has increased its scope and translates written material into Chinese and Vietnamese. Materials translated include**

Note: Information updated since March 3, 1992 report is shown in bold.

patient consent forms, menus, signs, brochures, patient education materials, discharge summaries, health care proxy and physician correspondence. NEMC completes twenty written translations per month, on average.

* A book of common health care phrases, translated into Chinese was developed in 1987 and distributed to NEMC staff. The phrase book is being updated and reprinted in August 1992.

* Maps of NEMC in Chinese and Vietnamese will be available in July, 1992.

In addition to the interpreter service, an Asian specialist position has been created within the Department of Social Work Services to facilitate the smooth delivery of health care to Asian patients and to help bridge the cultural differences between Asian patients and staff. Nelson Wong, LCSW, was hired January 1992.

9. **SOUTH COVE COMMUNITY HEALTH CENTER (see attachment #14-15)**

* Continuation of \$180,000 annual funding

* Provision of funding in amount of \$180,000 is being provided on annual basis. **NEMC will maintain this commitment through the Master Plan and beyond.**

Note: Information updated since March 3, 1992 report is shown in bold.

* Establishment of Community Hospital Program and collaborative working relationship to provide quality health care and clinical programming

* The Community Hospital Program will be established with 26 beds on the second floor of the Pratt Building when 1-C is opened. **Among the patients that this unit is intended to serve will be residents of Chinatown.**

* **A Chinatown Neighborhood Council Health Care sub-committee** has been established to address community health issues including participation in the planning of the community hospital program. **This subcommittee is meeting monthly with Howard Spivak, M.D., as the designated representative from NEMC.**

* Although not specifically addressed in the master plan, the following programs/affiliations have been established with SCCHC:

1) An Asian caseworker, **Esther Ang**, has been hired **on February 10, 1992** to improve the coordination of services for Asian patients treated at SCCHC and NEMC;

2) Interested physicians at SCCHC have been encouraged to enroll in the Tufts HMO, as part of the NEMC IPA;

3) A perinatal outreach worker has been trained and hired as part of NEMC's Parent to Parent

Note: Information updated since March 3, 1992 Report is shown in bold.

program in the summer of 1991. The outreach worker is identifying at-risk pregnant and parenting Asian women and improving their access to perinatal services;

4) The SCCHC pediatricians have been provided with application for admitting privileges to the well newborn nursery which will open in July as part of NEMC's new maternity service;

5) Two Asian pediatric residents spend a half day at SCCHC providing care to SCCHC patients.

6) In an effort to assist SCCHC to recruit an excellent candidate, Joseph Lau, M.D., for their Medical Director position, NEMC provided salary support of \$50,000 per year for two years to allow Dr. Lau to pursue and develop his academic and research interests.

10. CHINESE CULTURE INSTITUTE

* Extension of lease of 4,100 square feet of space in the Tremont St. Garage for \$1 per year through 1999

* Initiation of good faith discussions regarding the extension of the term of the lease beyond 1999

* Lease is being annually extended as agreed

* Not yet applicable

Note: Information updated since the March 3, 1992 Report is shown in bold.

11. PARCEL C - COMMUNITY SERVICES CENTER

- * Initiation of good faith efforts with Parcel C agencies
- * Exploration of options for collaboration in the development of underground parking for Parcels A, B, and C
- * Provision of survey plans of Parcel C to community representatives
- * Good faith efforts are now being made to facilitate Parcel C development **in cooperation with City Officials and Chinatown Community.**
- * NEMC and Land Use Committee and appropriate Community Committees to review the feasibility of this proposal, once Land Use Committee has been convened.
- * Plans have been provided

12. OPEN SPACE

- * Development of comprehensive open space proposal to create larger campus open space accessible to community
- * **The design of the central open space outside the atrium, which is in the design development phase, is created by the demolition of the Boston Dispensary. By demolishing this building, the Hospital will be creating open space in excess of that described in the master plan. This public space will be open and inviting to the community, providing a park-like environment with lawns, plantings, and seating. The space will be well-lit at night creating a safe space and passageway for the community. The atrium will also provide indoor space with amenities**

Note: Information updated since March 3, 1992 report is shown in bold.

such as food service, a fountain, and seating space protected from weather.

* Installation of lighting and landscaping, and reasonable maintenance of park in the center divider on lower Washington Street

* Lighting and landscaping have been installed **and maintained along Washington Street.**

* Determination of open space planning for compliance with Chinatown Community Plan through Article 31 process

* **On-going and will be completed with Article 31**

13. PEDESTRIAN ACCESS

* Development of pedestrian walkways to integrate the campus with the surrounding community

* **A network of sidewalks linked to pedestrian walkways and open spaces have been integrated into the landscape plan. The sidewalks will be bordered in brick and lit with cast iron "Acorn" streetlights that will recall the older buildings and history of the district. The park adjacent to the atrium will provide a pleasant, convenient and safe walkway from Harrison Avenue through the atrium to Washington Street and the T Station. Nassau Street will be extended from Harrison Avenue through to Washington Street providing another point of access through the block for pedestrians and vehicles.**

Note: Information updated since the March 3, 1992 report is shown in bold.

14. ARCHITECTURAL/URBAN DESIGN

- * Identification of the main entrance to the Hospital to make it more legible to the Community
- * Design of all buildings to blend with architectural features of Chinatown
- * Exploration of creative means to preserve architectural identity of historic core
- * **The new Hospital entrance under Floating Hospital into the Atrium will be clearly marked with canopies, signage, and special paving. Special lighting fixtures will uplight the underside of Floating to create a bright and safe space around the entrance and the T station across the street.**
- * **The scale proportions and detailing of the I-C project have been carefully designed to blend with the architecture of Chinatown. The buildings will form a consistent street edge along Washington and Oak Streets in response to the Mid-Town Cultural District guidelines. The classical brick and precast detailing is intended to blend with older buildings on the NEMC campus and in the Chinese community. The elevations are carefully proportioned with precast banding, colored brick patterns and corner elements to create a scale appropriate to the community.**
- * **Significant architectural details from the Jackson Building and the Boston Dispensary will be incorporated into the atrium and the adjacent park to preserve a sense of history of NEMC and the community.**

Note: Information updated since March 3, 1992 Report is shown in bold.

These include a brick mural of the Good Samaritan from the Dispensary facade and a large masonry medallion from the entrance to Jackson. Lighting and sidewalk materials will also recall the historic significance of the district.

* Determination of compatibility of architecture and urban design of new buildings with Chinatown Community Plan through Article 31 process

* Not yet applicable, but will be completed with Article 31

15. TRANSPORTATION/TRAFFIC

* Funding of joint transportation study cooperation with developers of and Parcels A, B, and C

* **The Joint Transportation Study Masterplan** funded by NEMC T-NEMC is complete with all participants supporting the findings

* Resolution of all parking, traffic, and circulation needs

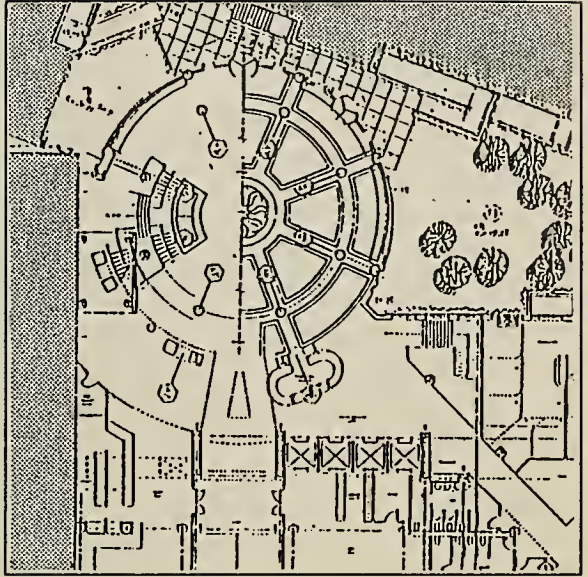
* The Joint Study is addressing all such issues

16. MONITORING

* Provision of written report every 6 months on status of community benefits

* **First formal audit was completed 18 months following Master Plan approval. Ongoing updates have been presented to CNC members since Master Plan approval**

Note: Information updated since March 3, 1992 Report is shown in bold.



ATTACHMENTS

Attachment # 1

Medical Secretary Training Program

MEDICAL SECRETARY TRAINING PROGRAM

A JOINT PROJECT OF CHINESE AMERICAN CIVIC ASSOCIATION AND NEW ENGLAND MEDICAL CENTER

SUMMARY DESCRIPTION

The Chinese American Civic Association (CACA) and the New England Medical Center (NEMC) will jointly pilot an intensive daytime higher-level occupational skills training program. This pilot program will prepare 10 prequalified participants to enter the workforce as medical secretaries.

The program will address (1) the employment needs of NEMC, (2) the need for training programs in the Asian community, and (3) the needs of Asians in the community who wish to strengthen their office skills, language skills, and knowledge of medical terms in order to qualify for employment as NEMC medical secretaries.

The pilot program will consist of the following activities: recruitment and orientation of potential participants; assessment, selection, and intake of 10 prequalified participants; 26 weeks of intensive job-specific classroom instruction (20 hrs. wk) in office skills, communication skills, and medical terminology; internships, mentorships, and job/office simulations.

To avoid duplication of efforts, existing NEMC courses such as Medical Terminology, Medical Records, Telephone Skills, and Wordperfect will be integrated in the program design to the extent that timetables are compatible and goals align.

An active Advisory Board comprised of representatives from NEMC and CACA will oversee the program and monitor it closely.

June 1992

Attachment # 2

Literacy Training Program

CHINATOWN WORKPLACE EDUCATION INITIATIVE

CHINESE AMERICAN CIVIC ASSOCIATION
NEW ENGLAND MEDICAL CENTER

SUMMARY DESCRIPTION

Proposal funded by: U.S. Department of Education through the Massachusetts
Workplace Education Initiative

Total Program Cost: \$280,743

Funding Request to Dept. of Ed.: \$160,619 → 140,000

Proposed NEMC Matching Share: \$120,124

Expected program start: September 1992

A comprehensive program of adult basic education and literacy training will be provided for 80 health care workers at New England Medical Center (NEMC). Classes will be held on-site at NEMC. Eighty employees will receive job-related literacy training for improved work performance and career advancement, including classes in reading, writing, computational, and problem solving skills. Classes will take place twice weekly in two-hour segments between shifts. To encourage employee participation and limit barriers, NEMC will contribute 50% paid release time. Six 12-week cycles will be offered over the course of the 18-month grant period. This collaboration is committed to worker education as a means to improve the quality of the workplace and the productivity of the workforce.

Employees will benefit from the services of a full-time Career Advancement Counselor who will work with students in identifying students' career goals and their particular educational objectives. Additionally, students will have full access to a wide range of bilingual counseling services at CACA's Multi-Service Center, only a few blocks from both training sites. Services include immigrant and refugee assistance, housing, job placement, educational and career counseling, and child care referral and placement. Training classes will be on-site and will be offered at sht start/end times and release time will be offered.

June 1992

Attachment # 3

List of Chinatown Community Groups

Chinatown Community Groups

Asian American Resources
34 Oak Street, #31F
Boston, MA 02111-1409

Asian American Chinatown
Business Admin
65 Harrison Avenue
Boston, MA 02111

Asian American Cmte of Quincy
550 Hancock Street
Quincy, MA 02170

Asian American Laywers
Association of MA
P.O. Box 5655
Boston, MA 02114

Asian Community Development
Corporation
360-B Tremont Street
Boston, MA 02116

Asian Pacific Democratic
Caucus
20 Spring Road
Westboro, MA 01581

Asian Sisters in Action (ASIA)
156 Common Street
Belmont, MA 02178

Cambodian American Network
in Lynn
12 Essex Avenue
Lynn, MA 02902

Cambodian Bi-lingual Support Grp.
c/o Dpt of Mental Health Refugee
Association
160 N. Washington Street
Boston, MA 02114

Cambodian Community of MA
375 Broadway #204
P.O. Box 6013
Chelsea, MA 02150

Chinatown/South Cove
Neighborhood Council
65 Harrison Avenue
Boston, MA 02111

Chinese Amercian Civic Assn
Job Developer
90 Tyler Street
Boston, MA 02114

Chinese Consolidated
Benevolent Assn
90 Tyler Street
Boston, MA 02114

Chinese Economic Development
Council
31 Beach Street
Boston, MA 02111

Chinese Progressive Assn
164 Lincoln Street #2-F
Boston, MA 02111-2404

Dien Hong Foundation, Inc.
11 Doris Street, Suite 1
Dorchester, MA 02124

Greater Boston Chinese
Culture Assn
P.O. Box 371
Weston, MA 02193

Iskwelahang Pilipino
11 Durant Street
Newton, MA 02158

Japanese Amer Citizens League
85 Wendell Street
Cambridge, MA 02138

Khmer Buddhist Center of MA
110 Chestnut Street
Lynn, MA 01902

Korean Amer Society of NE, Inc
60 Sears Street
Southboro, MA 01772

Korean Institute
P.O.Box 58
Cambridge, MA 02140

Kuhmu Family Center
41 Quint Avenue
Allston, MA 02134

MA Asian American Forum
P.O. Box 5803
Boston, MA 02114

Nat'l Assn of Asian
American Prof
P.O. Box 1435
Cambridge, MA 02238

Nat'l Assn of Chinese
Americans (NACA)
1186 Worcester Road, #1031
Framingham, MA 01701

New Nat'l Hmong-Lao
Foundation
332 South Street
Fitchburg, MA 01420

Organization of Chinese
American Women
9 Grove Street
West Medford, MA 02155

Organization of Chinese
Americans (OCA)
5 Willow Crescent
Brookline, MA 02146

Organization of Chinese
Professionals
P.O. Box 381
Boston, MA 02134

S.E. Asian Cltr. Soc.
of Western MA
30 Tracey Circle
Amherst, MA 01002

Vietnamese American Civic Assn
1486 Dorchester Avenue, Ste 2
Dorchester, MA 02122

Vietnamese American Women's
League
66 Searle Road
West Roxbury, MA 02132

Vietnamese Community of MA
161 Harvard Street, Ste 4B
Allston, MA 02134

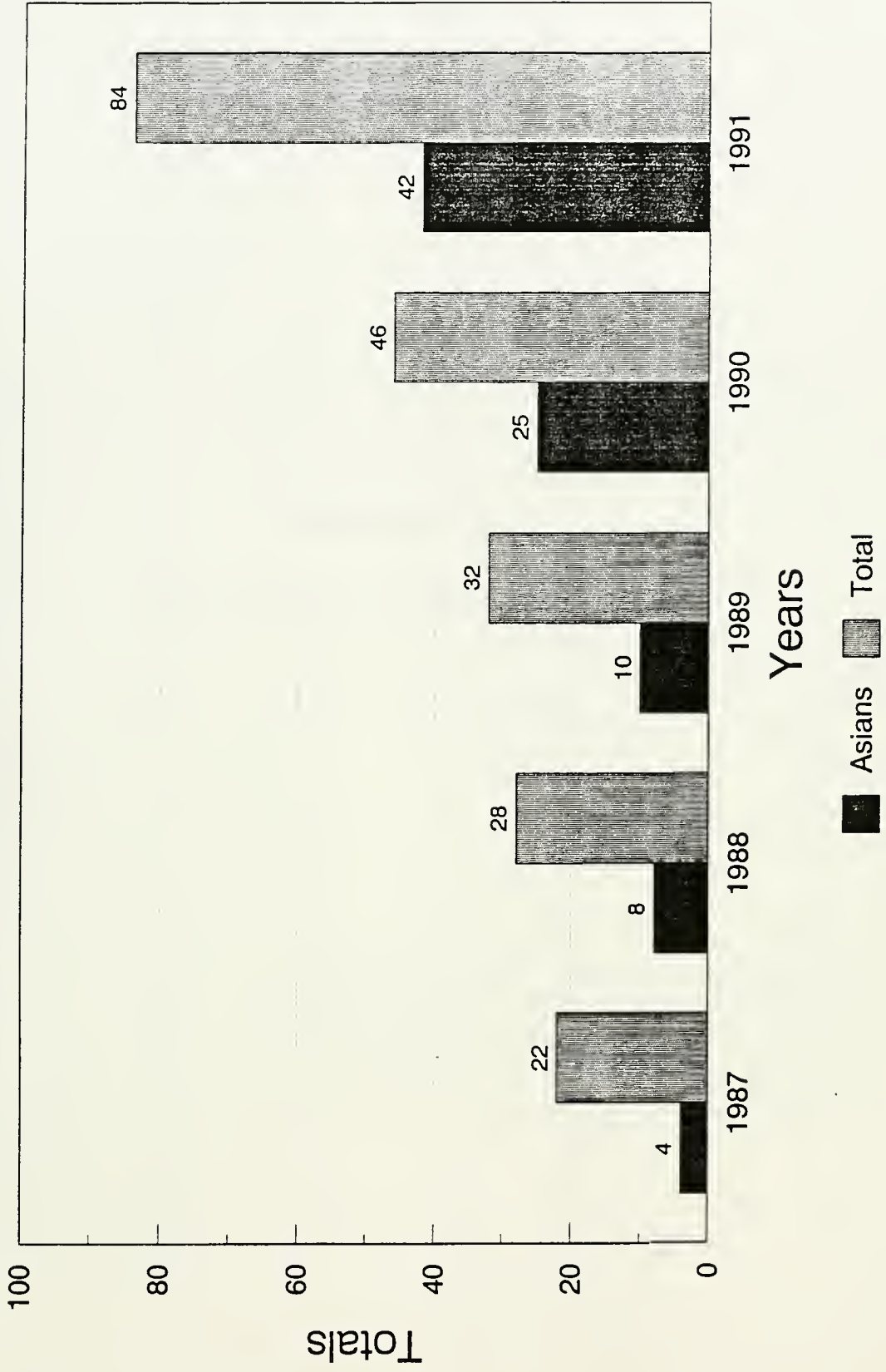
Vietnamese Parents Advisory
Council
4 Ashland Street
Boston, MA 02122

Vietnamese American Small
Business Assn in Boston
195 Adams Street
Dorchester, MA 02125

Attachment # 4

Summer Job Program

Summer Job Program 1987-1991



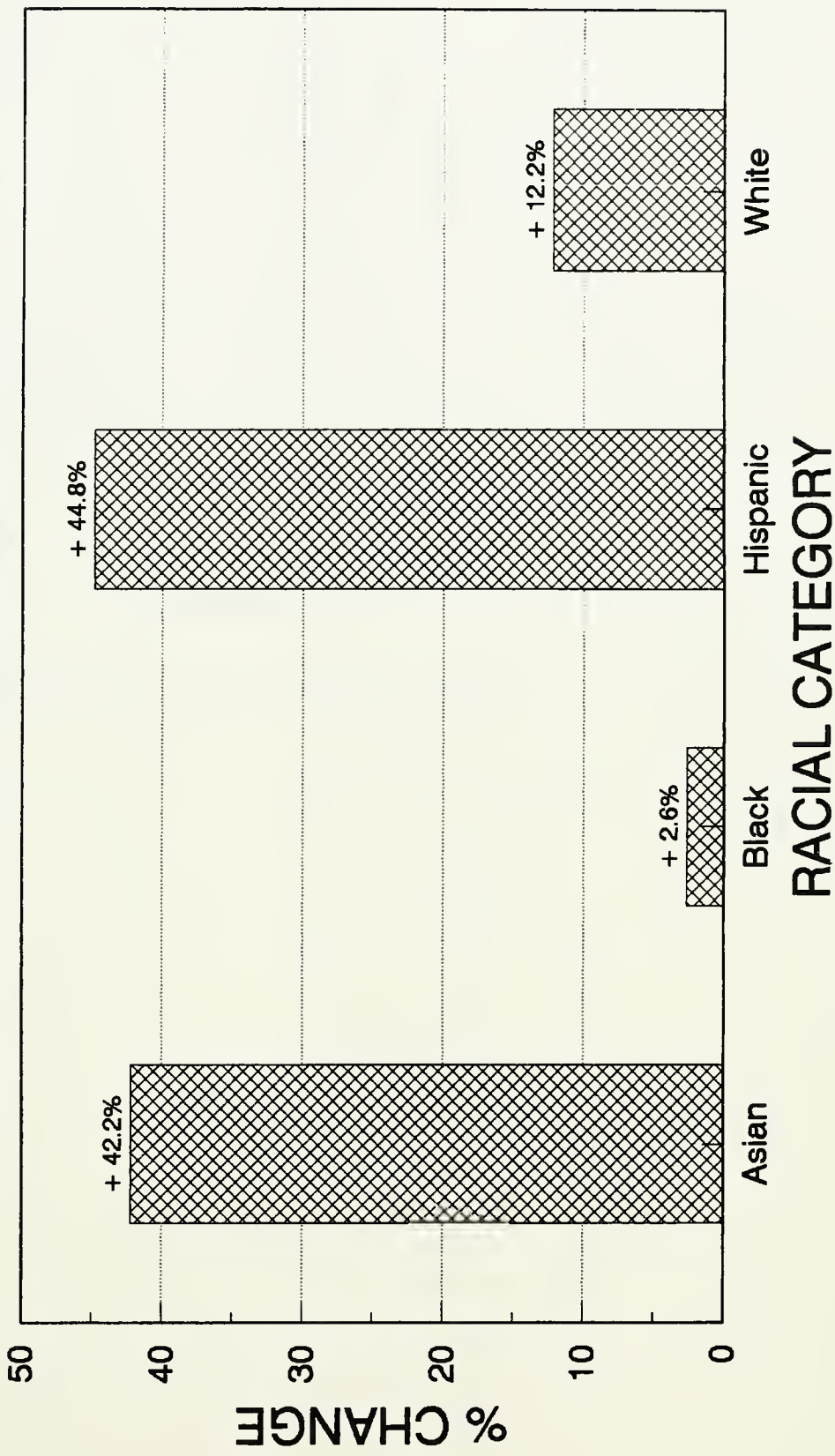
Attachment # 5

Asian Employee Population at NEMC

NEW ENGLAND MEDICAL CENTER

% CHANGE OF NEMC EMPLOYEE POPULATION

December, 1989 to December 1991



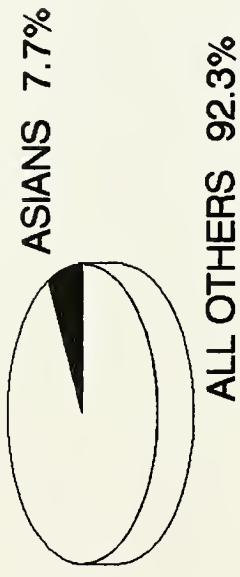
Attachment # 6

Percentage of Asian Employees at NEMC

NEW ENGLAND MEDICAL CENTER

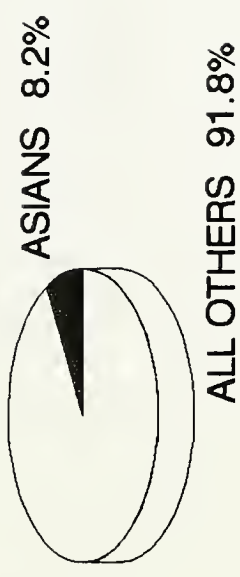
ASIAN EMPLOYEES

1990 vs. 1991



NEMC POPULATION

1990



NEMC POPULATION

1991

Attachment # 7

Letter to Asian Suppliers

June, 1992

Vendor Name
Vendor Address
Town, MA . 00000

Dear Sir:

Your company has been included on a list of vendors submitted to New England Medical Center by the Asian American Chinatown Business Association. The purpose of this vendor list was to make us more knowledgeable about you company and to determine if there is a possibility of doing business with you. Since the vendor listing does not provide much information about you, we would appreciate receiving from you information about the good and/or services that you offer. This information will help us update our listing and make it more useful so that we can pursue purchasing opportunities.

Please sent any information to:

Purchasing Department
New England Medical Center
750 Washington Street, NEMC #435
Boston MA 02111

Thank you for your assistance.

Sincerely,

Pamela A. Poshefko
Director, Material Management

Attachment # 8

List of Vendor Fair Participants

List of Vendor Fair Participants

Wah Fong TV, Inc.
116 Beach St.
Boston, Ma. 02111

CONTACT: Wai Wong
Phone #: 482-5985

Kneeland Electronics
58 Kneeland St.
Boston, Ma. 02111

CONTACT: Kwong Hon Chan
Phone #: 451-9221

Reggie Wong Co.
162 Lincoln St.
Boston, Ma. 02111

CONTACT: Reggie Wong
Phone #: 542-7080

Seidman Brothers
9 Hudson St.
Boston, Ma. 02111

CONTACT:
Phone #:

Harbour Food Service Equipment Inc.
119 North Washington St.
Boston. Ma. 02114

CONTACT: Felix Lui
Phone #: 1-800-521-5410

Chin Enterprises
33 Harrison Ave.
Boston, Ma. 02111

CONTACT: Andrew Chin
Phone #: 423-1725

Wing's Communications
72 Kneeland St.
Boston, Ma. 02111

CONTACT: Kwong Hon Chan
Phone #: 617-451-9221

Trans-M Corp.
28 Blacksmith Dr.
Medfield, Ma. 02052

CONTACT: Christopher Leong
Phone #: 508-359-5144

Attachment # 9

Notes from Minority Construction Contracting Meeting

New England Medical Center

Meeting to Discuss

Minority Construction Contracting

January 30, 1992

In attendance: May Chan, Frank Chin, William Moy, Chau Ming Lee, Mary Soo Hoo, Yon Lee, Van-Lan Truong, Reggie Wong, Michael Barr, Bob Bland, Anne Levine, Fred Lynch, Al Tiberi

1. Anne Levine gave a brief introduction on the purpose of the meeting. The meeting, with representatives from the Chinatown Neighborhood Council, the Mayor's office, New England Medical Center, NEMC Real Estate, and Barr and Barr Construction, was organized to discuss strategies for increasing the number of employment opportunities for Asian contractors and to create more training opportunities through apprenticeship programs.
2. Bill Moy added that this issue is a major concern of both the Neighborhood Council and the BRA Board and that we will be requested to report back to both.
3. Chau Ming Lee reported that CACA has been participating in an apprenticeship program with the unions, and that 60 Asians have completed the program in the last three years. It is called the Building Opportunities Program (BOP) and classes are held at Roxbury Community College. Twenty percent of the graduates from the CACA program have found apprenticeship placements, the majority with subcontractors involved in the MWRA projects.

The unions have agreed that with every 5 new jobs, one apprenticeship slot can be filled. Chau Ming has been working with Wesley Lee, the Asian coordinator who works for Joe Nigro.
4. Michael Barr said that he has contacted a number of the unions and that he is committed to working with the unions, with subcontractors, and with representatives of Chinatown to help increase apprenticeship opportunities for Asians.

Michael said he also chairs a Contractors Policy Committee which could provide a platform for heightening awareness of this issue. In terms of full-time employment, Michael said that for construction projects in the City of Boston, it is essential that the jobs be unionized.

5. Another issue Michael Barr discussed relates to minority subcontractors. He offered to work with any interested Asian firms to assist them in completing prequalification statements. In response to a question, Michael said that small Asian firms can become unionized if they meet the salary and wage standards. However, unionized firms are not permitted to also perform non-union labor.
6. Fred Lynch said that in terms of bidding, we receive sealed bids which are opened in our presence. It is the owner's decision to possibly accept a higher priced bid if the subcontractor is minority.
7. There was additional discussion about summer jobs, Protec and other employment and training initiatives that are underway at the Medical Center.
8. The committee identified the following next steps:
 - A. Chau Ming Lee will send Michael Barr a list of individuals who have graduated from the apprenticeship program. The address is: Barr and Barr Construction
77 Summer Street, 5th Floor
Boston, MA 02110
 - B. Chau Ming Lee will send Michael Barr a list of co-op students from Northeastern and Wentworth who are preparing for jobs in the construction trades.
 - C. Anne Levine will compile and distribute more information on the summer jobs program to this committee. Mary Soo Hoo and May Chan expressed a particular interest in receiving this information.
 - D. NEMC Real Estate (Bob Bland and Fred Lynch) and Barr and Barr (Michael Barr and Al Tiberi) will review options for sponsoring apprentices from the CACA/BOP training program.

Attachment #10

Number of Interpreter Service Requests

Department of Social Work Services

Interpreter Service

Numbers of Requests to the Interpreter Service

	<u>FY'88</u>	<u>FY'89</u>	<u>FY'90</u>	<u>FY'91</u>
Chinese	3158	4041	4701	6184
Vietnamese	509	1218	2244	4061
Spanish	1180	1218	1115	1292
Portuguese	240	284	423	472
Other	<u>561</u>	<u>686</u>	<u>813</u>	<u>935</u>
Total	5648	7518	9296	12944

Attachment #11

Sample of Chinese & Vietnamese Menu

.....

名 ----- 房號 -----

物：普通 -----

餐 (請劃圓號在你的選擇上)

果汁和生果

十	西梅汁	西柚汁	香蕉
果汁	西梅	西柚塊	

谷類食品

meal	Special K	Cream of Wheat	Bran Flakes
cnflakes	Raisin Bran	Rice Krispiies	Cheerios

主菜

蛋	法式多士 / 糖漿
蛋	班戟 / 糖漿
士菴烈	煙肉 * 逢星期一, 三, 五
果脫脂雪糕	沙樂美腸 * 逢星期二, 四, 六
尼那脫脂雪糕	
正脫脂雪糕	



星期日特式

*英式松餅加雞蛋, 火 和芝士 (逢星期日供應)

Tên _____ phòng _____.

Diet: Regular _____.

ĐIỂM TÂM Xin vui lòng ngoặc vòng tròn trên món mình chọn.**Nước trái cây nguyên chất/ trái cây**

Nước cam	Nước mận
Nước bưởi	Chuối
Nước táo	Nước mận nấu
Nước nho	Bưởi

Cereal

Bột lúa	Bắp rang
Kem chua lúa mì	Cám say
Bắp sây	Cám nho
Hột gạo sây	Cheerios

Xin vui lòng chọn sữa phần dưới

Món chính

Trứng luộc	Bánh mì pháp/nước mật
Trứng trộn	Bánh bột/nước mật
Trứng với pho mát *	*Thịt lừng/đùi heo muối(Thứ Hai,
Trứng trộn không chất cholesterol	Tủ, Sáu).
Gia-ua trái cây	*xúc xích(Thứ Ba, Nam, Bảy).
Gia-ua vani	
Gia-ua nguyên vỵ	

Đặc biệt Chủ Nhật

Trứng, thịt ram bông và pho mát với bánh mì anh.*

Bánh mì điểm tâm

Bánh mì làm bằng lúa mì nướng	Bánh mì làm bằng cám.
Bánh mì trắng nướng	Bánh mì làm bằng trái cây.
Bánh mì anh	
Bánh mì Bagel nướng	

Thức uống :

Cafe		
Trà		
Cafe không chất caffein		
Trà không chất caffein		
Nước chocola nóng		
Kem sữa (đựng với cafe)		
Kem không sữa		
Sữa lòng	4 oz.	8 oz.
Sữa ít mỡ	4 oz.	8 oz.
sữa thướt	4 oz.	8 oz.

Đồ gia vị:

Muối
Gia vị lá
Tiêu
Đường
Đường hoa học
Bơ Margarine
Bơ
Thạch Jelly
Chanh
Ketchup *
Cám nguyên
Kem pho mát
Bổ đậu phộng

* Giới hạn để giảm chất Sodium

Attachment #12

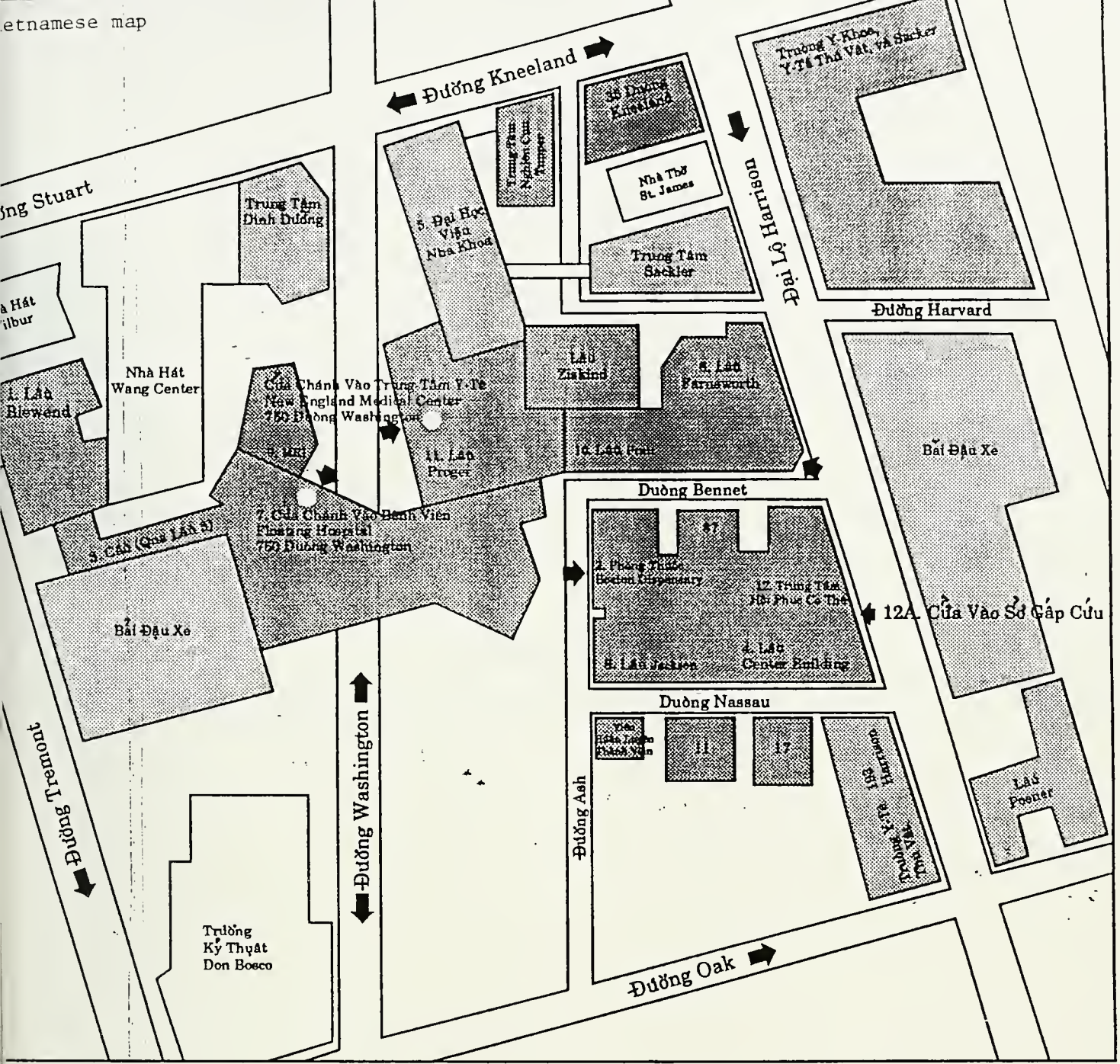
NEMC Map in Chinese & Vietnamese



New England Medical Center 紐英崙醫療中心

- | | | | |
|-------------------|---------|------------------------|-------|
| 1. Biewend | 比靈樓 | 9. Ziskind | 依士金德樓 |
| 2. Bridge (3/F) | 三樓天橋 | 10. Pratt | 帕拉特樓 |
| 3. M R I | 磁力回音掃描樓 | 11. Farnsworth | 范斯窩市樓 |
| 4. Parking Garage | 停車場 | 12. Boston Dispensary | 波士頓藥房 |
| 5. Floating | 浮船醫院 | 13. Jackson | 積臣樓 |
| 6. Dental School | 牙醫學院 | 14. Rehabilitation | 康復研究所 |
| 7. Proger | 普爾樓 | 15. Parking Lot | 停車場 |
| 8. 35 Kneeland | 35號尼倫樓 | 16. Emergency Entrance | 急症室入口 |

➡ Entrance 入口



New England Medical Center

- 1. Trung-Tâm Y-Tê New England Medical Center
- 2. Trường Đại Học Y-Khoa Tufts
- 3. Bãi Đậu Xe
- 4. Cửa Ra Vào
- 5. Sổ Ghi Danh
- 6. Lâu Biewend
- 7. Phòng Thuốc (Boston Dispensary)
- 8. Cầu (Qua Lâu 3)
- 9. Lâu Center Building

- 10. 5. Đại Học Viện Nha Khoa
- 11. 6. Lâu Farnsworth
- 12. 7. Bệnh Viện Floating Hospital, 750 Đường Washington
- 13. 8. Lâu Jackson
- 14. 9. MRI
- 15. 10. Lâu Pratt
- 16. 11. Lâu Proger
- 17. 12. Trung Tâm Hồi Phục Cơ Thể
- 18. 12A. Cửa Vào Sổ Gấp Cứu

Attachment #13

Sample Page from Chinese & Vietnamese Phrase Book

PART II 第二部份
AM I ALLOWED TO EAT CHINESE FOOD?

准許我吃中國餐
嗎?

I WANT RICE INSTEAD OF BREAD.

我要吃飯, 不要麩色

I WANT SOME BOILED WATER (WARM).

我要飲暖滾水
(開水)

WHEN CAN I GO HOME?

我何時可以出院?

PART II 第二部份

THIS BELL IS FOR GETTING HELP FROM HOSPITAL STAFF.

這個鈴是用來叫
工作人員的。

I NEED TO EXAMINE YOUR URINE SPECIMEN

我需要你留小便
給我檢查。

I NEED TO EXAMINE YOUR STOOL SPECIMEN

我需要你留大便
給我檢查

AM I ALLOWED TO EAT CHINESE
FOOD ?

TÔI CÓ THỂ ĂN ĐỒ ĂN (THỨC ĂN)
TÂY KHÔNG ?

I WANT RICE INSTEAD OF BREAD
TÔI MUỐN CƠM HẸN BẰNH MI.

I WANT SOME BOILED WATER (WATER)
TÔI MUỐN HỒNG NƯỚC NÓNG.

WHEN CAN I GO HOME ?
KHI NÀO TÔI CÓ THỂ VỀ NHÀ ?

(6)

THIS BELL IS FOR GETTING HELP FROM
HOSPITAL STAFF.

CÁI CHUÔNG DUNG ĐỂ GỌI NHÂN VIÊN
KHI CẦN SỰ GIÚP ĐỠ.

I NEED TO EXAMINE YOUR URINE
SPECIMEN

TÔI CẦN THỬ NƯỚC TIỂU CỦA BẠN

I NEED TO EXAMINE YOUR STOOL
SPECIMEN

TÔI CẦN THỬ PHÂN CỦA BẠN

(7)

Attachment #14

Description of Community Hospital Unit

DRAFT

Community Hospital Unit

Prior to the development of the 1990-2000 Master Plan, the concept of developing the Community Hospital Unit within NEMCH began to take shape. The concept, while not fully planned, was to create a Unit at NEMCH that would provide access to community physicians for their patients who required inpatient hospitalization but did not require specialty-oriented care. Given the serious overcrowding and generally high occupancy rate of the adult medicine inpatient service at NEMCH, community physicians often have difficulty obtaining admission for their patients and there is also insufficient capacity to enable these physicians to participate directly in the management of their hospitalized patients. The Community Hospital Unit is intended to remedy this situation and increase the ability of community physicians to relate to the NEMCH inpatient system. As originally conceived, this Unit would be available to qualified community-based physicians who work in the various neighborhoods of Boston that relate to NEMCH (e.g. Chinatown, South Boston, North and South Dorchester, etc.).

Since this Unit is intended to relate, in part, to the Chinatown community, it is mentioned and briefly described in the Master Plan document. Within the Master Plan, the Community Hospital Unit is referred to in the South Cove Community Health Center benefit list since it relates to health care. While it is believed that this Community Hospital Unit will benefit the Chinatown Community, it is intended to serve a broader geographic area in order to utilize the service appropriately and fully.

In that context, it is recognized that Chinatown residents, through South Cove Health Center, will be one of the populations using the Unit. A planning process, through the Chinatown Neighborhood Council, has been initiated to assure that issues related to Chinatown residents are addressed. These issues will include: language, cultural sensitivity, bi-cultural staffing, admitting privileges, relationships with South Cove Health Center, patient access, and other issues identified through this collaborative planning process. While this Unit will serve a geographic area broader than Chinatown, the special needs and concerns of Chinatown residents are clearly recognized as unique and the planning process with the Council reflects that recognition. Other communities will have input in the planning, but none to the extent of Chinatown.

Attachment #15

Description of SCCHC Liaison Position

SOUTH COVE COMMUNITY HEALTH CENTER
NEW ENGLAND MEDICAL CENTER

LIAISON POSITION

Accomplishments - 2/10/92 - 6/1/92

1. Completed orientation of Esther Ang to the Department of Social Work Services and New England Medical Center. (See orientation schedule.)
2. Completed meetings with other departmental managers and Esther Ang to facilitate introduction of position.

Departments included:

Adult Urology
Day Surgery
Medical Records
Dermatology
Outpatient Financial Coordination
Radiology
Medical Specialty Clinics (Adult) including
G.I., Pulmonary, I.D., Endocrine,
Rheumatology, Renal, Allergy.
Emergency Department
Dietary
General Pediatrics
Pediatric Cardiology
Speech and Hearing Clinic
Pediatric Hematology/Oncology
Pediatric G.I.
Pediatric Administration

3. Incorporation of Ms. Ang into the workings of the Department of Social Work Services and the hospital.
 - Office space, supplies, nametag, and beeper provided.
 - One hour supervision/week.
 - Weekly case meetings and daily coordination with Nelson Wong, LCSW, the Asian Specialist in the Department. System designed for shared cases.
 - Attendance of Ms. Ang at all departmental functions and staff development meetings.
 - Notification to monthly managers and nurse managers regarding Ms. Ang's position and availability.
 - Provision of admit cards of all patients identified as South Cove patients.
 - Training on documentation proceedings; affirm Ms. Ang's access to NEMC medical records; establish use of SCCHC record release form.
4. Began discussions with Interpreter Service and Dietary to facilitate access for patients. (See workplan.)
5. Set up system for recording patient caseload and encounters. Developed data base which will include patients seen by Nelson Wong. (See form.)

Estimate of caseload for Ms. Ang:

March	25 adults
April	35 adults, 4 children
May	40 adults, 5 children

6. Set up method of supervision to include identification of systemic issues, identification of clinical issues, case reviews and support.

Workplan - 6/1/92 - 9/30/92

1. Assessment of phase I. Determination of training/orientation needs for phase II. (Started training regarding discharge planning with Chief Social Worker of Discharge Planning.)
Work with clinical social work staff to refine liaison role.
2. Work with Information Systems, Outpatient Registration, Emergency Department, Registration and Admitting to add question to registration forms regarding whether patient is a SCCHC patient. Design reports.
3. Continue work with Interpreter Service regarding scheduling interpreters for outpatient clinic appointments.
4. Continue work with Dietary regarding incorporating appropriate cultural foods into daily menu. (Translations of menu 50% completed by Interpreter Service.)
5. Prepare report on caseload by 9/30/92.

LJS:gh

