



JEANES HOSPITAL

Community Health Needs
Implementation Strategy
FY16 Progress Report

 TEMPLE HEALTH

**Temple University Health System
Jeanes Hospital
Community Health Needs Assessment
Annual Report
Fiscal Year 2016**

Overall Summary

Jeanes Hospital is committed to improving the health of its community through direct care, education of patients/staff/neighbors and outreach to the community. Three priority areas were identified from within the Community Health Needs Assessment for focused intervention:

1. The health risks of obesity and overweight BMI
2. Barriers that impede access to health/disease education and screenings
3. The provision of culturally competent care

Over the last year, many levels of the organization have provided outreach, education and service to the Jeanes Hospital community to help concentrate on these three specific unmet community needs.

Priority Area #1

Implementation strategy to address the health risks of obesity and overweight BMI

Strategy Team Leads:

Dr. Rebecca Armbruster / Lisa Donnelly / Rosemarie Schlegel / TUP Bariatric Team

Goal of the Strategy:

To heighten awareness of the health risks associated with obesity and overweight BMI and to develop tools and solutions to reduce the incidence of these health conditions.

Summary of the Methods/Tactics Implemented:

1. Established a multidisciplinary team to collaborate toward mission of raising awareness of dangers of overweight BMI and obesity.
2. Collaborated with Jeanes Hospital Auxiliary and Common Market and established farm stand which offers locally grown fresh fruits and vegetables.
3. Provided community outreach on topics related to healthy food choices, salt-sense, nutrition, fitness/exercise, weight management, diabetes, hypertension, health improvement and weight loss surgery.
4. Developed literature and collateral information on healthy eating, fitness and exercise and weight management.
5. Engaged employees in commercial weight management.
6. Hosted TUHS diabetes management program and individual diabetic counseling sessions.
7. Developed and displayed nutritional information and healthy recipes in cafeteria and café.

8. Launched inpatient room-service with healthy options for meals and snacks.

Outcomes:

1. Weekly operation of Farm Stand on campus offered the sale of fresh fruits and vegetables grown by local farmers making 2.5 tons of produce available to approximately 2,000 community members, employees and patients of Jeanes Hospital and Fox Chase Cancer Center. The program ran every Thursday from May to November.
2. Distribution of healthy recipes and fitness tips in 20,000 Jeanes Hospital Community Calendars provided to patients, visitors and community members. Jeanes Hospital Community Calendars also distributed to local businesses and churches/synagogues, senior group meetings, senior centers, employees, volunteers, auxiliary, physicians, urgent care centers, physician offices, Emergency Department, direct mailing, hospital high-traffic areas and waiting rooms.
3. Formal community outreach and education on nutrition focused sessions through Jeanes Hospital Community Classroom programs.
4. Nutrition and Wellness programs were provided through “Community Classroom on the Road.”
5. Nutritional advice provided by registered dietitians and physical fitness counseling provided by physical therapists at Jeanes Hospital Senior Health and Wellness Fair for 200 participants.
6. 24 Weight Management Surgery educational seminars offered to the community (Wednesday evenings and Saturday mornings).
7. Bariatric Surgery team presence at Jeanes Hospital Senior Health and Wellness Fair.
8. 24 Joint Replacement Surgery education classes (day and evening offerings).
9. Increased neighborhood utilization of Jeanes Hospital Walking Trail.
10. ATJ Foundation Community Grant Program provided monetary awards to deserving community organizations demonstrating efforts to improve food choices
11. Support of/donation to local food banks and pantries serving our neighbors in need.
12. Purchased additional bariatric chairs for waiting and clinical areas throughout the hospital.

Conclusions/Recommendations:

Obesity and overweight BMI is a nationally recognized challenge for our society that has far-reaching detrimental health consequences. Jeanes Hospital will continue to focus on obesity as an area of priority for our Community Benefit Implementation Plan for calendar year July 2016 through July 2017.

Next Steps:

Jeanes Hospital will continue to focus efforts in the priority area of addressing the dangers of obesity and overweight BMI. We have established a multidisciplinary team to develop new strategies to support healthy nutritional practices in our community. This will now be a collaborative effort with our community and our nutritional services team. We are meeting with local food pantries and offering assistance to community members. This was prompted by the recognition that one in seven service area residents

surveyed reported food insecurity due to financial reasons. We are planning community education presentations and are looking to integrate nutrition education into existing classes and group sessions. Initial efforts have been made to partners with the established program “Get Fit Philly”. We will continue to advertise and encourage the community to utilize the Jeanes Hospital Walking Trail on campus. We have made an organizational commitment to again support the Farm Stand to facilitate making locally grown fresh vegetable and fruit available to the community.

Priority Area #2
Implementation Strategy for Disease Education and Screening

Strategy Team Leads:
Dr. Rebecca Armbruster / Lisa Donnelly / Rosemarie Schlegel / Barbara Buford

Goal of the Strategy:
To educate and reduce barriers impeding access to health education and disease screenings.

Summary of the Methods/Tactics Implemented:

1. Established an enhanced multidisciplinary team to coordinate the community educational and screening offerings.
2. Worked in tandem with Jeanes Hospital medical staff offering educational program opportunities specific to their area of clinical expertise.
3. Provided health/wellness-promoting education and screening programs to community members in individual offerings presented by a team of physicians and healthcare professionals.
4. Engaged community groups to further understand reasons that prevent them from following through on screenings that are affordable and available. Responded individually to each group and offered programs/screenings on the topics of their choice.
5. Developed literature and collateral information on a variety of topics including healthy eating, fitness and exercise and weight management.
6. Created a team of Jeanes, Temple Physicians Incorporated and Marketing colleagues that developed and implemented the first on-campus Senior Health and Wellness Fair.
7. Collaborated with colleagues in Temple Health at Home as part of the transition of care after hospital discharge so that educational opportunities were assessed post-hospitalization.
8. Utilized the expertise of employed Community Health workers in Clinical Resource Management department to contact patients after discharge for follow-up.
9. Partnered with New Courtland Life and Klein Life Centers to assess opportunities for health and wellness education.
10. Worked in partnership with Burholme EMS to support Community Paramedicine Program where EMS personnel are invited into the homes of discharged patients to provide safety assessment, vital sign assessment, medication education, and assistance with scheduling of follow-up physician appointments.
11. Hosted TUHS diabetes management program and individual diabetic counseling sessions.
12. Provided the following 24 educational presentations through the Jeanes Hospital Community Classroom and also taking programs to the community, delivering information (requested by the group themselves) to them, at their location.

Metrics Achieved Through Educational Offerings Including:

DATE & TIME	TOPIC	PRESENTER	LOCATION	COMMENTS
9/30 6pm-7:30pm	American Heart Association's Heartsaver CPR Class	Tim Hinchcliffe Burholme EMS AHA Instructor	Cheltenham Meetinghouse	Compression only CPR & AED use 50 attended
10/7 7pm-8:30pm	Update on Breast Cancer detection and treatment	Donna Barbot, MD Chair, Jeanes Hospital Surgery	Cheltenham Meetinghouse	Discussion on diagnosis & treatments 19 attended
10/15 7pm-8:30pm	Let's Talk about Diabetes	Jonathan Anolik, MD	Cheltenham Meetinghouse	Will cover pre diabetes, warning signs, what your number means etc. 49 attended
10/20 7pm-8:30pm	Experiencing Hand or Wrist Pain?	Joseph J. Thoder, MD	Cheltenham Meetinghouse	Common Injuries of the hand & wrist and how to treat them 43 attended
DATE & TIME	TOPIC	PRESENTER	LOCATION	COMMENTS
10/26 7pm-8:30pm	Learn About Irregular heartbeat and what it means to you	George A. Yesenosky, MD	Cheltenham Meetinghouse	Learn about AFIB. 35 attended
10/29 7pm-8:30pm	Public Speaking 101: A Physician's Perspective	Nausheen Jamal, MD Barbara Ebersole, CCC-SLP	Cheltenham Meetinghouse	Public Speaking from an otolaryngologist's perspective. Awareness, Anxiety, Tips 18 attended
11/4 7pm-8:30pm	Infection Prevention-It's all about the Patient	Catherine Huck MS, BSMT(ASCP) CIC Infection Prevention Manager	Cheltenham Meetinghouse	Review of regulations/procedures to keep safe in the healthcare setting. Tips to prevent the spread of infection at work and home. 22 attended
11/10 7pm-8:30pm	My Aching Back	Michael W. Weaver, MD	Cheltenham Meetinghouse	Learn about back pain, spinal stenosis and how you can alleviate symptoms 63 attended
11/12 10am-1pm	Senior Health and Wellness Fair	Multidisciplinary Team	PCC LOBBY	200 attended
11/17 7pm-8:30pm	Healthy Holiday Eating/Meal Prep	Lauren Peters, RD,LDN	Cheltenham Meetinghouse	Tips on what to eat and food preparation during the holidays 17 attended
1/28	Experiencing Hand or Wrist Pain?	Joseph Thoder, MD	Plaza Apartments	20 people attended
2/01	Arthritis: Lifestyle and Occupational Factors	Lee Anne Natali, COTA	Klein Life	35 people attended
2/25	Infection Prevention—It's all	Catherine Huck, MS	Imperial Manor	11 people attended

	about the Patient	BSMT(ASCP)		
3/03	Improving Health and Fitness	Lynda Devlin, PT	Prince of Peace	60 people attended
4/01	Wellness Symposium	Jeanes Hospital Team	Philadelphia Protestant Home	300 people attended

DATE & TIME	TOPIC	PRESENTER	LOCATION
April 6 7pm-8:30pm	Cheltenham Friends Meetinghouse	What Can I do to Improve My Heart Health 41 people attended	Keith Harmon, Senior Cardiopulmonary Therapist Lauren Peters, Dietitian
April 10	St. William Parish	Hispanic outreach with Jose A. Bossbaly, MD who spoke about Jeanes Hospital during the announcement section of the Mass and with our Spanish speaking volunteers, Lillian Adorno, Candi Lopez and Maggie DeLA Llera-Moya. All greeted parishioners after Mass and shared info about Jeanes. 300 people attended	Jeanes Hospital Team
April 13 7pm-8:30pm	Cheltenham Friends Meetinghouse	Parkinson's Disease. Essential Tremor and other Movement Disorders 27 people attended	Charles Munyon, MD
April 27 7pm-8:30pm	Cheltenham Friends Meetinghouse	Suffering from Multiple Sclerosis? 23 people attended	Edward Gettings, DO
May 5 7pm-8:30pm	Cheltenham Friends Meetinghouse	Loss of Vision Due to Macular Degeneration? 61 people attended	Angela Au Barbera, MD
May 10 10am-1pm	Patient Care Center Lobby	National Stroke Awareness Month and Screening 37 people attended and were screened	Maryellen Nelson, DNP,RN

May 12 7pm-8:30pm	Cheltenham Friends Meetinghouse	The Aging Voice 40 people attended	Nausheen Jamal, MD Barbara Ebersole, BFA, MA, CCC-SLP
DATE & TIME	TOPIC	PRESENTER	COMMENTS
May 17 7pm-8:30pm	Cheltenham Friends Meetinghouse	Let's talk about your Gallbladder 36 people attended	Donna Barbot, MD
May 24 7pm-8:30pm	Cheltenham Friends Meetinghouse	Cosmetic Plastic Surgery 27 people attended	James W. Fox, IV, MD

Outcomes:

1. The Jeanes Hospital Community Classroom has become a platform for educational offerings that is well recognized and respected by our community. In total there were 1,534 people who attended the aforementioned programs.
2. 24 screening programs and wellness education were provided through “Community Classroom” and “Community Classroom on the Road”, a collaborative multidisciplinary effort supported by the ATJ Foundation.
3. The Jeanes Hospital Senior Health and Wellness Fair provided health education and screening programs to 200 participants. Offerings included:
 - a. Bariatrics Program
 - b. Burholme EMS
 - c. Emergency Department
 - d. Endocrinology
 - e. Flu Shots
 - f. Fox Chase Cancer Center
 - g. Gastroenterology
 - h. Head and Neck Institute
 - i. Heart and Vascular Institute
 - j. Infection Prevention
 - k. Medication Teaching – Pharmacy
 - l. Neurosciences Center

- m. Nutrition Services
 - n. Ophthalmology
 - o. Orthopedics
 - p. Palliative Care Program
 - q. Philadelphia Corporation of Aging
 - r. Radiology- Diagnostic Imaging
 - s. Sleep Disorders Center
 - t. Surgical Programs at Jeanes Hospital
 - u. TPI Practices and Ready Care Centers
 - v. Wound Care Center
4. The Stroke Assessment Program screened 37 community residents highlighting stroke risk and prevention.
 5. Bi-monthly offering of 24 Weight Management Surgery seminars.
 6. Bi-monthly offering of 24 Joint Replacement Surgery seminars.

Conclusions/Recommendations:

Jeanes Hospital will continue to focus energy on the enhancement of our community education and screening initiatives. Program participants were actively engaged and attendance numbers are on the rise. We will continue to utilize a variety of community messaging tools. The assessment of “how heard” information at registration helped us to better understand our communication portals including: area newspapers, on-line bulletin boards, direct mailings, word of mouth, and hospital/physician office waiting areas.

Next Steps:

Jeanes Hospital strives to enhance our community education efforts even further. Our plan is to increase community awareness of and engagement in health promoting practices in the following areas: health screenings, activity and exercise, tobacco cessation, sleep hygiene and stress/fatigue management. The Jeanes Community Classroom planning for the fall and spring is already underway. We have had multiple physicians volunteer to present programs. We are collaborating with local business leaders and community groups to elicit their input for topics of interest and knowledge deficits. We are working with our FCCC colleagues on cancer related screening programs so that offerings are reflective of our campus and health system capabilities and resources. We will continue to advertise locally through a variety of modalities to encourage increased community participation.

Priority Area #3
Implementation Strategy for Providing Culturally Competent Care

Strategy Team Lead:
Dr. Rebecca Armbruster / Lisa Donnelly / Angel Pagan

Goal of the Strategy:
To strengthen practices for providing culturally competent care.

Summary of the Methods/Tactics Implemented:

1. Participated in development of annual Cultural Competency Symposium with increased participation at symposium.
2. Revised, updated policies and provided education with Linguistic services highlighting the non-English speaking and deaf/hard of hearing patients.

Outcomes:

1. Developed a formal outreach program to the Hispanic community at St. Williams Parish and to the Russian community at the KleinLife Program.
2. Worked in tandem with colleagues at the Temple Linguistic and Cultural Services.
3. With the help of our colleagues in Linguistics we have translated key materials into Spanish.
4. Encouraged the utilization of staff certified professional medical interpreters.
5. Scheduled live interpretative services through the nursing supervisor when needed.
6. Promoted utilization of dual-handset language telephones.
7. Offered healthcare information in patient's preferred language.
8. Our clinicians are utilizing the Krames-On-Line tool to provide patient educational materials in the patient's language of choice.
9. Translated inpatient menus and menus in café/cafeteria into Spanish and Russian
10. Participated in Temple Health Cultural Competence in Healthcare Symposium which this year focused on caring for the Arabic patient and family.

Conclusions/Recommendations:

Heightening awareness of cultural and becoming a more culturally sensitive facility is a must as our community becomes more culturally diverse. To better serve our community we are partnering with key leaders in non-English speaking community groups so that we may become better educated. One of our findings this year was to develop a multidisciplinary approach to

assessing which language the patient would prefer to receive his/her healthcare information in. This question is now asked at the time of registration and again during the nursing assessment so that we are identifying potential language specific needs. There has been hospital-wide education by our Linguistics colleagues with specific attention to the use of the dual-handset telephones for language interpretation assistance and the VRI devices to assist in communication with members of the deaf/ hard of hearing community.

Next Steps:

Jeanes Hospital will focus resources in the priority area of providing culturally competent care. It is our goal to identify and work to reduce the impact of ethnic, cultural and linguistic barriers. We will be paying particular attention to those communities who are increasingly represented in our communities: Spanish, Russian and Vietnamese. With the assistance of our physician champions, we are in the process of identifying community stakeholders who can assist us in the development of strategies that will facilitate effective community outreach and education.