



JEANES HOSPITAL

Community Health Needs
Implementation Strategy
FY17 Progress Report

**JEANES HOSPITAL
FY 2017 COMMUNITY HEALTH NEEDS ASSESSMENT
IMPLEMENTATION STRATEGY UPDATE
6/30/17**

Priority Area #1:

Address the dangers of obesity and overweight BMI. Continue to utilize and develop new strategies to support healthy nutritional practices in our community.

Strategy Team Lead: Nancy Baumann / Lucia Tono / Barbara Buford

Goal 1:

Collaborate and expand the community education efforts focusing on healthy nutrition and weight management

Summary of Tactics Implemented and Outcomes:

- **Tactic:**
 - Expand current programming of the Community Classroom. Consider modification of targeted mailer that reads.... "If interested in any of these topics..... please call us to arrange a group meeting"
- **Outcomes:**
 - Community education programs include cooking demos/nutrition programs. Nutrition educational information is available at all community outreach events
 - Nutrition Update provided at KleinLife-Temple/Jeanes Health & Wellness Fair – 9/28/16 (250 attendees)
- **Tactic:**
 - Broaden community education and outreach programs by identifying opportunities to go off site and share nutrition education / health information
- **Outcomes:**
 - Jeanes Hospital's Senior Health & Wellness Fair – 11/10/16 (275 attendees)
 - Golden Years Senior Group Presentation at The Plaza Apartments in Jenkintown "All About Antioxidants" – 11/17/16 (22 attendees)
 - "Shop Smarter – Eat Healthier" Community Classroom offering – 4/20/17 (38 attendees)
 - The Jeanes Hospital Community Advisory Board provided grants to these local food pantries/services:
 - Memorial Presbyterian Church of Christ of Fox Chase (food pantry) \$1000
 - Berachah Church Food Pantry (food pantry) \$1000
 - Aid for Friends (meals for isolated homebound) \$1000
 - Feast of Justice (food pantry) \$2000

Conclusions and Next Steps:

Obesity and overweight BMI is a recognized challenge for our community with far-reaching detrimental health consequences. Jeanes Hospital will continue to focus efforts in the priority area of addressing the dangers of obesity and overweight BMI. This multidisciplinary team continues to develop new strategies to support healthy nutritional practices in our community. We are meeting with local food pantries and offering assistance to community members as a direct response to our understanding that food insecurity due to financial reasons continues to be a significant concern for many.

Priority Area #1: (continued)

Address the dangers of obesity and overweight BMI. Continue to utilize and develop new strategies to support healthy nutritional practices in our community.

Goal 2:

Provide TUHS/Jeanes healthcare workers with a centralized resource of nutrition/weight management educational materials to use in their efforts to educate the community

Summary of Tactics Implemented and Outcomes:

- **Tactics:**
 - Identify the nutrition education materials and programs that already exist
 - Identify any education materials that are needed
- **Outcomes:**
 - Collection and review of current education information / materials / programs from different sources throughout the hospital system and community
 - Provision of bi-monthly weight management seminars held in the Cheltenham-Friends Meeting House (in collaboration with the Bariatric Service Line)

- **Tactics:**
 - Create a resource that brings all education materials currently available, to a centralized and user-friendly platform
 - Identify optimal route of disseminating the information (e.g. Sharepoint, physician offices, classes, waiting rooms, Jeanes portal)
- **Outcomes:**
 - Sharepoint data collection in development
 - Promotion to increase usage is under review

- **Tactic:**
 - Increase the utilization of Human Resources tool “WELLNESS: Be Your Best” for employees and their families
- **Outcomes:**
 - Identification of current baseline participation – employee survey in development
 - Encouragement of use of the Jeanes Hospital Walking Trail and Fitness Equipment (Outdoor 1/4 mile paved track and equipment located next to the Jeanes Hospital Heart and Surgery Center)

Conclusions and Next Steps:

The integration of nutrition education into existing classes and group sessions is an effort that has been successful this year and we plan to continue. We will continue to advertise and encourage the community to utilize the Jeanes Hospital Walking Trail and Fitness Equipment on campus.

Priority Area #1: (continued)

Address the dangers of obesity and overweight BMI. Continue to utilize and develop new strategies to support healthy nutritional practices in our community.

Goal 3:

Encourage and make available healthy food choices to employees, patients, visitors and community.

Summary of Tactics Implemented and Outcomes:

- **Tactic:**
 - Participate in the “Good Food, Healthy Hospitals” project (a four-year, multi-faceted initiative to transform Philadelphia’s hospital food environment and bring healthier options to thousands of employees, visitors, and patients every day)
- **Outcomes:**
 - Two year participation in this initiative
 - Patient menus now meet all established criteria for the Good Food, Healthy Hospital initiative
- **Tactic:**
 - Provide nutritional information at the time of service to lend an opportunity to making healthier choices
- **Outcomes:**
 - Retail areas changed numerous food products, ingredients, and portions to meet criteria.
 - Increased all nutrition information labeling to enhance better healthy choices on the part of the consumer
 - Food/beverage purchasing meets the standard of Good Food, Healthy Hospital Initiative
- **Tactic:**
 - Provide a Farm Stand on site that makes locally grown fresh vegetables and fruits available to employees and the community
- **Outcomes:**
 - Weekly operation of Farm Stand on campus making fresh produce available to an estimated 2000 employees, visitors and community members
 - Continuation of support for the Farm Stand which is made possible by a collaboration of the Jeanes Hospital Auxiliary and Common Market
 - Advertisement of weekly Farm Stand occurs in E-News Daily, posters and flyers across campus, in waiting rooms and public common areas
 - Promotion of nutrition information at the stand for further education including:
 - Recipes

- Cooking techniques
- 5/19/17 Plant Swap-Jeanes/FCCC employees, Fox Chase Farm and City Harvest (PHS)

Conclusions and Next Steps:

We have made an organizational commitment to again support the Farm Stand to facilitate making locally grown fresh vegetables and fruits available to the community and employees. A new initiative has been developed called “Wellness Wednesdays”. The kick-off is set for July 2017. The focus is to coordinate healthy produce into recipes for patrons to try / buy, having recipes produced and made available throughout retail areas and the Farm Stand. This is a cross-campus coordinated initiative for staff, visitors and community.

Priority Area #2

Plan to increase community awareness of and engagement in health promoting practices in the following areas: health screenings, activity and exercise, smoking cessation, sleep hygiene and stress and fatigue management.

Strategy Team Lead: Karen Neale / Barbara Buford / Rosemarie Schlegel

Goal 1:

Share information and provide opportunities for recommended screenings. Increase the number of residents in the service area who report participating in recommended screenings

Summary of Tactics Implemented and Outcomes:

- **Tactics:**

- Incorporate screening information into Community Classroom presentations.
- Plan 2016 Jeanes Hospital Annual Senior Health and Wellness Fair.
- Collaborate with FCCC to increase compliance with cancer related screenings.
- Collaborate with schools of nursing utilizing Jeanes Hospital for clinical experience.
- Create guidelines for those who participate in blood pressure screening who exhibit abnormal values.
- During year one, focus on increasing those screenings that were identified as underutilized in by the PHMC survey including:
 - Blood pressure screenings (12%)
 - Colonoscopy (35%)
 - Prostate screening (55%)
 - Mammograms (22%)

- **Outcomes:**

- Presentation of 21 on-site “Jeanes Hospital Community Classroom” community education programs. These health / wellness-promoting education and screening offerings were presented by teams of physicians and healthcare professionals (program details provided on pages 6 & 7) (1104 attendees)

- 8/16/16: KleinLife of Montgomery County Congregation Adath Jershurun Seniors, Stroke Awareness and Prevention Screening (31 attendees)
- KleinLife-Temple /Jeanes Health & Wellness Fair held at the KleinLife facility – 9/28/16 (250 Attendees)
Screenings provided included:
 - Blood Pressure Screening
 - Stroke Awareness Screening
 - Retina Screening
 - Health education updates included Orthopedics, Wound Care, Sleep Disorders, Cancer and Nutrition
- Jeanes Hospital's Annual Senior Health & Wellness Fair – 11/10/16 (275 attendees)
Screenings provided included:
 - Stroke screening
 - Blood Pressure screening
 - Provision of flu vaccines
 - Glucose and cholesterol vouchers provided
- Jeanes Hospital's Orthopedic Service Line members presented 24 Joint-Replacement Surgery information/education classes (both day and evening offerings)

Priority Area #2 (continued)

Plan to increase community awareness of and engagement in health promoting practices in: health screenings, activity and exercise, smoking cessation, sleep hygiene and stress and fatigue management.

- Jeanes Hospital's Laboratory facilitated 4 on-site American Red Cross Blood Drives:
 - July 22, 2016 (18 donations)
 - October 3, 2016 (22 donations)
 - January 25, 2017 (28 donations)
 - April 26, 2017 (25 donations)
- Jeanes Hospital's Stroke Committee worked in partnership with Burholme Emergency Medical Services to support a 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 follow-up physician appointments
- TUHS's Bariatric Service Line members presented 24 Weight Management Surgery seminars at Jeanes Hospital (both evening and Saturday offerings)
- The TUHS Diabetes / Pre-Diabetes Management Programs were hosted at Jeanes Hospital providing group and individual diabetic counseling sessions
- Jeanes Hospital also participated in several programs in the community including:
 - Fox Chase National Night Out (*550 participants*)
 - Rep. Mark Cohen's Senior & Youth Summer Health Fair (*150 participants*)
 - Rep. Madeline Dean's Sr Health Fair (*350 participants*)

- Rep. Kevin Boyle Sr Health Fair (*550 participants*)
 - Rockledge Fall Festival and Car Show w/event sponsorship (*5000 participants*)
 - Senator Sabatina’s Senior Expo (*750 participants*)
 - Fall Ukrainian Festival –co-presenting sponsor (*3000 participants*)
 - Polanka Park Matryoshka Festival –corporate sponsor (*4000 participants*)
 - Crown, Cork & Seal Health Fair (*250 participants*)
 - Holmesburg Baptist Church (*125 participants*)
- Jeanes Hospital lead multiple holiday food, book and school supply drives throughout the year providing support to:
 - 8 families (14 adults and 28 children) who were adopted of various congregations/social service agencies.
 - 20 children who were referred by the local Salvation Army branch.
 - 20 residents benefitted from a cart full of shopping bags filled with sweatshirts / sweatpants, undershirts, socks, and toiletries was delivered to the Philadelphia Protestant Home for residents in the Benevolent Care Program. Haircut money was also provided.
 - Recently closed school libraries that received 324 children’s books to resupply libraries, particularly in the Clymer School.
 - Over 500 pounds of food was donated to Feast of Justice, providing 20 - 25 guests with up to a week’s worth of food for their families.

Conclusions and Next Steps:

Jeanes Hospital is committed to the ongoing education and screening initiatives for our community. This year we have experienced increased attendance at these educational / screening programs with active participant engagement. We have partnered with the Jeanes Hospital medical staff to provide their clinical expertise to topics that have been requested by past program attendees. We have also offered to take these programs to off-site locations so that our “Community Classroom On-The-Road” outreach efforts are bringing information to a number of senior care communities and facilities. Our partnership with KleinLife continues to grow as we are now operating a TPI medical office practice on-site in the KleinLife building.



Community Classroom, Fall 2016

Date & Time	Location	Topic	Presenter
September 27 7pm-8:30pm	Cheltenham Friends Meetinghouse	What you need to know about Pre-diabetes and Diabetes 44 people attended	Imali Sirisena, MD Endocrinology Substitute Katherine Joyce, MD
September 29 7pm-8:30pm	Cheltenham Friends Meetinghouse	What you need to know about Weight Management 28 people attended	Rohit Soans, MD Bariatric Surgery
October 5 7pm-8:30pm	Cheltenham Friends Meetinghouse	Preparing a Living Will & Healthcare Power of Attorney: The Why, When and How 82 people attended	Mary E. Fricker, RN, BSN, JD
October 10	Cheltenham Friends Meetinghouse	What You Need to Know About Aortic Valve Disease 28 people attended	Robert S. Boova, MD Chief, Cardiovascular Surgery
October 13 7pm-8:30pm	Cheltenham Friends Meetinghouse	“ Is Your Plate In Shape” 34 people attended	Lauren Peters, RD LDN
October 17 7pm-8:30pm	Cheltenham Friends Meetinghouse	Total Hip & Knee replacements as a treatment for Arthritis & new developments in Orthopaedics 38 people attended	Min Lu, M.D. Orthopaedic Surgery & Sports Medicine
October 24 7pm-8:30pm	Cheltenham Friends Meetinghouse	Your Aging Eyes: Let’s talk about Cataracts and Glaucoma 67 people attended	Jeffrey D. Henderer, MD
October 26 7pm-8:30pm	Cheltenham Friends Meetinghouse	What you need to know about Skin Cancer 42 people attended	James W. Fox, IV, MD Professor, Clinical Surgery Lewis Katz School of Medicine at TU
November 2 5:30pm-7pm 7pm-8:30pm	Cheltenham Friends Meetinghouse	Compression Only CPR & AED Use ---two classes will be offered (30 people maximum per class) 37 people attended	Timothy Hinchcliffe & Blake Bradley Burholme Ambulance AHA Instructor

SENIOR HEALTH FAIR Thursday, November 10 in Jeanes Hospital Patient Care Center Lobby from 10:00am-1:00pm
275 people attended

Jeanes Hospital Community Classroom Programs



Supported by the Anna T. Jeanes Foundation Spring 2017

Date	Topic and Discussions	Speakers	# of Attendees
3/27/2017	Better Breathers Support Group Kick-Off (monthly event)	Karen Neale, Renee and Paulette Vogler Pulmonary, Jeanes Hospital	9
4/5/2017	What You Need to Know About Kidney Stones	Tia Schellato, DO, FACOS, Urologist	32
4/12/2017	My Feet Hurt. Now What?	Eric Gokcen, MD Temple University Orthopaedic Foot & Ankle Specialist	72
4/18/2017	Being Mortal: If You Thought You Were Dying, What Would Matter Most?	Video with panel discussion Lead by Monica Kolb	25
4/20/2017	Shop Smarter – Eat Healthier	Veronica Bersani, MPH, DTR	38
4/27/2017	Gastro esophageal Reflux Disease: Understanding GERD and Your Treatment Options	Eric Velazquez, MD Surgeon	46
5/11/2017	Feeling Blue	Williametta S. Bakasa, Psy.D. Clinical Psychologist	45
5/16/2017	Are your leg Cramps a symptom of a vascular condition?	Frank Schmieder, MD Vascular Surgeon	48
5/18/2017	Stroke Awareness and Screening Held in Patient Care Center Lobby from 11-1	Maryellen Nelson, DNP,RN	20
5/31/2017	PREVENTING OSTEOPOROSIS & FRAGILITY FRACTURES: How to bounce and not break with a fall	John L. Beight, MD Orthopaedic Surgeon	69
6/01/2017	AED use and Compression only CPR	Timothy Hinchcliff Blake Bradley Burholme E.M.S/ AHA Instructors	(Class size limited) 25

Priority Area #2 (continued)

Plan to increase community awareness of and engagement in health promoting practices in: health screenings, activity and exercise, smoking cessation, sleep hygiene and stress and fatigue management.

Goal 2:

Encourage members of both the hospital and service area communities to exercise at least three times a week. Provide education about benefits of exercise and encourage utilization of the campus walking path for planned activities which include the hospital as well as our service area community. Identify and collaborate with community resources to partner with for planning an exercise event

Summary of Tactics Implemented and Outcomes;

- **Tactics:**

- Plan one community classroom presentation related to exercise
- Participation in the Heart Walk
- Promote exercise by utilizing walking trail
- Consider asking community businesses to sponsor an exercise related community event (e.g. Sally's Flowers, Moonstruck Restaurant)
- Consider partnering with the LEHB(Law Enforcement Health Benefits)
- Plan for a "walking" Community Classroom with a health fair in the center ground of the Jeanes Hospital Walking Trail
- Plan a "Couch to 5K" event

- **Outcomes:**

- Coordinated in conjunction with Easy Breathers' Club creation. Sessions completed in May 2017. Next session scheduled for September 2017
(12 participants)
- Heart Walk participation - 11/5/16
(>800 participants)
- The Jeanes Hospital Community Advisory Board provided grants to these local services as they encourage increased exercise and physical activity:
 - CORA Services (Movers, Shakers and Bakers After School Program) \$2000
 - St. Cecelia School (Ballroom dancing class for middle school children) \$2000
 - Philadelphia Protestant Home (Wellness and Aquatics Program) \$1000

Conclusions and Next Steps:

Jeanes Hospital will continue to focus efforts in the important area of increasing exercise and encouraging greater physical activity. This multidisciplinary team continues to develop new strategies to increase active lifestyles in our community. We will continue to advertise and encourage the community to utilize the Jeanes Hospital Walking Trail and Fitness Equipment on campus.

Priority Area #2 (continued)

Plan to increase community awareness of and engagement in health promoting practices in: health screenings, activity and exercise, smoking cessation, sleep hygiene and stress and fatigue management.

Goal 3:

Reduce the number of adults who report smoking in the service area (currently 12%). Achieve an 80% success rate for those who participate in interventions facilitated by Jeanes Hospital

Summary of Tactics Implemented and Outcomes:

- **Tactics:**

- Screen all inpatients for smoking referring smokers for Pulmonary Services evaluation
- Survey employees to identify those who are interested in help with “quitting”, either for themselves or those they care about
- Plan for a community classroom about available options embracing the struggle to “Quit”
- Post information on Jeanes Hospital Website for available help with smoking addiction
- Participation in “Great American Smoke-out”
- COPD educator on campus sharing new guidelines and information

- **Outcomes:**

- Current practice. All patients screened and evaluated and provided with approved AARC (American Association of Respiratory Care) informational pamphlets.
- Follow-up telephone calls are made to former inpatients within 30 days of discharge.
- First Easy Breathers’ Class – March 27, 2017. Smoking Cessation class incorporated.
- Better Breathers Club: GOLD Educator/AHA Facilitator May 2017 (14 members YTD)
- New American Heart Association education was shared.

Conclusions and Next Steps:

Smoking continues to be recognized concern for our community with detrimental health consequences. Jeanes Hospital will focus efforts on smoking cessation to support a reduction of smoking in our community and strive to lead by example as we remain a smoke-free campus.

Goal 4:

Identify and intervene with members of the community who are experiencing sleep disorders

Summary of Tactics Implemented and Outcomes:

- **Tactics:**

- Plan Community Classroom presentation about sleep disorders
- Sleep apnea program for Community Classroom on the road

- **Outcome:**

- On 10/25/16 Sleep Center at Jeanes presented at Crown Cork & Seal’s Employee Health fair (250 attendees)

Conclusions and Next Steps:

Jeanes Hospital is committed to the ongoing education on sleep disorders. We have partnered with our Sleep Disorders Center Coordinators for their clinical expertise on this important topic. We are offering this educational program to off-site locations so that our “Community Classroom On-The-Road” outreach efforts are bringing information to interested community groups.

Priority Area #3

Continue to focus on the provision of culturally competent education sponsored by Jeanes Hospital, identifying and working to reduce the impact of ethnic, cultural, linguistic and economic barriers.

Strategy Team Lead: Rosemarie Schlegel / Lucia Tono / Jon Crane

Goal 1:

Facilitate the participation of non-English speaking community members in hospital sponsored outreach

Summary of Tactics Implemented and Outcomes:

- **Tactic:**
 - Plan for Community Classroom “On the Road”
 - Target those communities most represented in the hospital service areas:
 - Spanish (19%)
 - Asian (6%)
- **Outcomes:**
 - Increased marketing efforts in the Russian and Ukrainian communities encouraging participation in Jeanes Hospital events/outreach
 - Sponsorship/participation in 9.10.16 Fall Ukrainian Festival
 - Sponsorship/participation in 9.18.16 Matryoshka Festival
 - Sponsorship/participation in 10.2.16 Philadelphia News Russian Community Festival
 - Sponsorship/participation in 4.22.17 CORA Family Fun Community Festival

Conclusions and Next Steps:

We have made an organizational commitment to provide culturally competent care to our community. Jeanes Hospital will continue participation in multi-cultural events that celebrate the diversity of our community.

Goal 2:

Identify community stakeholders who can assist with identifying strategies that will facilitate effective community outreach

Summary of Tactics Implemented and Outcomes:

- **Tactics:**

- Partner with community groups to facilitate outreach to non-English speaking community
 - St Williams Church
 - Fox Chase Ministerium
 - Former ATJ Grant recipients
- Cultural outreach program to specific communities:
 - Hispanic
 - Russian
- Create language appropriate printed materials when planning for presentations to non-English populations.
- Host multilingual outreach workshops providing information and assistance with obtaining health insurance

Priority Area #3 (continued)

Continue to focus on the provision of culturally competent education sponsored by Jeanes Hospital, identifying and working to reduce the impact of ethnic, cultural, linguistic and economic barriers.

- **Outcomes:**

- Spanish speaking volunteers visiting inpatients
- Met three Hispanic women who attended several of our fall Community Classrooms who would like to help us reach out to the Hispanic community. Reached out to them for community classroom program
- Created Jeanes Hospital fact sheets with map and TPI Practice listing in Russian
- Created Jeanes Hospital fact sheet with map in Spanish for distribution at Episcopal Hospital and Northeastern Campus
- Created Spanish language versions of Temple Health Bariatric program consumer brochure and fact sheets for distribution at Jeanes Bariatric Surgery seminars

Conclusions and Next Steps:

To better serve our community we are partnering with key leaders in non-English speaking community groups so that we may become better educated. Heightening awareness of culture and becoming a more culturally sensitive facility is imperative as our local community becomes more diverse.

Goal 3:

Offer education to our health providers in order to improve cultural competence, provide culturally sensitive care and address health disparities

Summary of Tactics Implemented and Outcomes:

- **Tactics:**

- Video-taping and web-based Community Classroom Programs
- Mandatory competencies
- Online offering of highlights of the system wide Cultural Competence Symposium

- **Outcomes:**
 - Providers express more confidence in providing cultural sensitive care to the diverse populations served.
 - Participation in annual Cultural Competence Symposium on 4/21/17

Conclusions and Next Steps:

Jeanes Hospital will focus resources in the priority area of providing culturally competent care. We will continue to identify and work to reduce the impact of ethnic, cultural and linguistic barriers. In our efforts to serve the needs of our diverse population we are committed to utilizing the following resources to strengthen our communication and educational efforts:

- Language proficient staff who are credentialed as Dual Role Medical Interpreters
- Language proficient clinicians
- Dual handset language telephones which provide fast access 24/7 for 196 languages using credentialed interpreters
- Agency interpreters for 50 different languages, including certified American Sign Language
- Video Remote Interface for American Sign Language interpretation
- TTY Phone for the deaf and hard of hearing
- Headset for use by the hard of hearing patients/clients

Priority Area #4

Improve access to mental health resources. Improve provider response to clients/patients who manifest signs of mental/emotional distress.

Strategy Team Lead: Monica Kolb / Jeff Grand

Goal:

Increase community knowledge of mental health resources and access to mental health care

Summary of Tactics Implemented and Outcomes:

- **Tactics:**
 - Partner with community mental health providers to assess mental health resources and increase access to mental health care
 - Provide information in user friendly formats via resource manuals, website links and participation in community health fairs
 - Handout for ER to give with available community resources
 - Suicide screenings
- **Outcomes:**
 - Collaboration with TUHS colleagues at Episcopal Hospital
 - Collaboration with CORA
 - Collaboration with Aldersgate
 - The Jeanes Hospital Community Advisory Board provided grants to these local services:
 - Insight Christian Counseling (Counseling services to First Responders and Military) \$1000

- Philadelphia Interfaith Hospitality Network (Support access to therapeutic services for adolescents and families) \$2500
 - Upper Moreland Youth and Drug Council - Aldersgate (better access to resources for substance abuse and mental health) \$ 2000
- **Tactic:**
 - Plan for Community Classroom educational programs for the community including “Feeling Blue?”, “Coping with the Holidays” and “The Longest Night”
- **Outcomes:**
 - Community Classroom Program Being Mortal: If You Thought You Were Dying What Would Matter Most? 4/18/17 (25 attendees)
 - Community Classroom Program – Feeling Blue? 5/11/17 presented by Episcopal Hospital colleague Dr. Williametta Bakasa (45 attendees)
 - Our chaplain, Monica Kolb, facilitated a “Service of the Longest Night” on campus for 22 grieving and stressed families in our community just prior to the holidays
- **Tactics:**
 - Bereavement Support
 - Developing partnership with St. Timothy’s Lutheran Church on GRASP (Grief Response After Substance Passing) for those who have lost loved ones to substance abuse
- **Outcome:**
 - Our chaplain, Monica Kolb, facilitates a bi-weekly bereavement support group at Jeanes Hospital that meets on alternate Saturday mornings.

Priority Area #4 (continued)

Improve access to mental health resources. Improve provider response to clients/patients who manifest signs of mental/emotional distress.

- **Tactics:**
 - Plan to address the opioid addiction crisis in this local community
 - Engage colleagues with addiction expertise to assist in the formulation of actionable items
 - Partner with community providers to assess resources and increase access to available support services
- **Outcome:**
 - Participation in TUHS system-wide Substance Abuse Task Force Committee
 - Attendance at a Listening Session on the Philadelphia Mayor’s Opioid Task Force specific to Northeast Philadelphia
 - Collaborative partnership in development with CORA for drug/alcohol prevention and counseling.

Conclusions and Next Steps:

Jeanes Hospital is committed to improving access to mental health resources for the communities we serve. We strive to make a difference in our community by offering connections to access resources and support. We are taking an introspective view of our internal provider responses to those manifesting signs of mental/emotional distress. By engaging our community both internally and externally we aspire to heighten awareness and begin to change behaviors with regard to mental health. Jeanes Hospital plans to work in tandem with our health system colleagues and our community partners to learn from their expertise and experience. We will also provide meeting space on campus to support developed programs.

In collaboration with CORA, our planning committee is discussing next steps including the support and provision of the following screenings in Fall 2017:

- Mental Health Screening
- Mental Health First Aid for Hospital Workers
- Mental Health Screening for Families/Youth

Also in collaboration with CORA we are discussing an educational program for:

- Physicians
- Nursing
- Care Management/Social Work

The management of those struggling with opioid addiction is a recognized challenge for our community with far-reaching detrimental consequences. Jeanes Hospital will continue to focus efforts in the priority area of addressing the dangers of substance abuse and addiction. This multidisciplinary team continues to develop new strategies to support our community as this nation-wide epidemic escalates.

Priority Area #5

Continue to develop strategies to improve the management of chronic disease states including: hypertension, cardiovascular disease, congestive heart failure, cardiac dysrhythmias, diabetes mellitus and neurodegenerative diseases.

Strategy Team Lead: Kate Micucci / Cecelia McGinley / Dave Owens

Goal 1:

To prevent readmissions to the hospital and eliminate barriers that potentially cause readmissions

Summary of Tactics Implemented and Outcomes:

- **Tactics:**

- Discharge follow-up calls are done within 48 hours of discharge for all patients discharged to home
- Readmission Review Committee kick-off meetings were held the week of 8/15/16
- All patients readmitted within 30 days after discharge are screened for any barriers that may have caused them to come back to the hospital. The Community Health Workers will then work on those barriers, if identified, to help prevent future readmissions. Some examples include transportation, follow-up with PCP or specialist, and medications issues. All clinical issues are escalated to the Transitional Care Coordinator

- **Outcomes:**
 - Discharge follow-up calls continue for all patients discharged to home. Working on adding those patients that are discharged from a Skilled Nursing Facility. Calls to patients discharged from SNF's began in May 2017
 - SNF Collaborative – Monthly in person engagement of 22 representatives of local skilled nursing facilities. Kick off meeting began in February. Collaborative efforts continue to evolve in an effort to decrease readmissions. Some efforts include, review of readmissions to look for opportunity, getting patients to the facility earlier in the day, having facilities set up PCP appointments prior to d/c, identification of the capabilities of each facility to better serve the needs of our patients, better use of ambulance transport and better communication between the hospital and the SNF

Conclusions and Next Steps:

In the initiative's first 3 months, we have seen a decrease in the number of admissions and Emergency Department visits for the patients that have been reviewed. We will do a full summary of interventions and data again at 6 month intervals. As a result of this collaborative group, we are in the process of developing a Sickle Cell Protocol to assist the treatment team in managing this frequently admitted population. Please see the attached 6 month outcome summary of our readmission reduction efforts. We continue to monitor all readmissions for barriers and assisting patients and their families in ways to eliminating them. We are currently working on setting up follow-up appointments with the patient's Primary Care Provider (within 7 days) prior to discharge, in an effort to preventing hospital readmissions. All Primary Care Provider appointments are currently being made by the hospital unit clerks prior to discharge. We have added Cardiology and Hematology/Oncology specialty appointments also being made prior to discharge as of 6/2017.

Priority Area #5 (continued)

Continue to develop strategies to improve the management of chronic disease states including: hypertension, cardiovascular disease, congestive heart failure, cardiac dysrhythmias, diabetes mellitus and neurodegenerative diseases.

Goal 2:

To increase Smoking Cessation awareness and provide resources/support for patients who want to quit smoking

Summary of Tactics Implemented and Outcomes:

- **Tactic:**
 - Smoking Cessation Initiative – All patients with a history of smoking are called after 15 days of discharge to see how they are doing with their smoking cessation efforts. Patients who do not wish to quit when assessed in the hospital are asked again if they wish to quit, if so, resources are sent to the patient and they are given the 1-800-QUITNOW telephone number
- **Outcome:**
 - Our Smoking Cessation Initiative continues. Patients are contacted and offered smoking cessation resources if they are now willing to quit

Conclusions and Next Steps:

We continue to monitor these Smoking Cessation efforts on a monthly basis and report findings

Goal 3:

To decrease surgical readmissions

Summary of Tactics Implemented and Outcomes:

- **Tactics:**
 - ICOUGH initiative
 - All inpatient surgical patients are called after discharge to make sure that they are using their incentive spirometer, ambulating, and performing good mouth care.
- **Outcome:**
 - The ICOUGH initiative continues for all patients that are discharged from Jeanes Hospital

Conclusions and Next Steps:

We continue to monitor these efforts on a monthly basis.

Priority Area #5 (continued)

Continue to develop strategies to improve the management of chronic disease states including: hypertension, cardiovascular disease, congestive heart failure, cardiac dysrhythmias, diabetes mellitus and neurodegenerative diseases.

Goal 4:

To decrease Congestive Heart Failure patient readmissions

Summary of Tactics Implemented and Outcomes:

- **Tactic:**
 - Congestion Heart Failure Education – Ceil McGinley, Transitional Care Coordinator, meets with those patients who have been admitted to the hospital with Congestive Heart Failure. She has developed CHF teaching materials in both English and Spanish and uses this to educate patients and families on CHF. The CHF booklet is given to the patient so that education and reinforcement can be followed-up in the home care setting post discharge
- **Outcome:**
 - Our education efforts continue with our patients admitted with Congestive Heart Failure. A Congestive Heart Failure education and follow-up program has been developed along with the Nursing Department and Care Management. Nursing will provide the clinical teaching for all CHF patients and Care Management (Community Health Workers) will provide basic education such as diet, daily weights and fluid restriction

Conclusions and Next Steps:

We are in the process of having the Congestive Heart Failure teaching material translated into Russian allowing us to now have CHF material in English, Spanish and Russian

Goal 5:

To increase awareness of community resources to home health clients

Summary of Tactics Implemented and Outcomes:

- **Tactic:**
 - Home Health team members (field and office) are educated on the community supports available so they can inform clients of appropriate resources that would benefit them.
- **Outcome:**
 - Temple Health at Home Medical Social Worker (MSW) educated field and office team on community resources and supports at staff meeting. MSW keeps team informed of new resources via email.

Conclusions and Next Steps:

Assess opportunity to have Home Health team present at future Jeanes Hospital Community Classroom event and schedule Fall 2017 event

SERVING THE NEEDS OF
THE COMMUNITY FOR

89

— YEARS —

Temple Health refers to the health, education and research activities carried out by the affiliates of Temple University Health System (TUHS) and by the Lewis Katz School of Medicine at Temple University. TUHS neither provides nor controls the provision of health care. All health care is provided by its member organizations or independent health care providers affiliated with TUHS member organizations. Each TUHS member organization is owned and operated pursuant to its governing documents.

Non-discrimination notice:

Jeanes Hospital does not exclude participation in, and no one is denied the benefits of, the delivery of quality medical care on the basis of race, religious creed, sex, sexual orientation, gender identity, disability, age, ancestry, color, national origin, physical ability, or source of payment.

 **TEMPLE HEALTH**
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