



ADVANCING EQUITY IN...

Healthcare Delivery

Medical Education

Research

TEMPLE UNIVERSITY HOSPITAL COMMUNITY BENEFIT REPORT

2021-2022





Message for Our Community,

On behalf of all of us in the Temple Health family, please accept our appreciation for all you do to support our critical public service role. We deeply value the work we do together with community partners to achieve our mission of providing the highest quality of health care in both the community and academic settings.

All of us at Temple Health embrace our essential role as the leading healthcare provider in one of our nation's most underserved communities. We are steadfast in our effort to ensure that all of our communities have an equitable opportunity to enjoy good health without constraint due to social or economic disadvantage. Thus we are investing in clinical programs, capital equipment, health professions education and human resources to ensure that we have the infrastructure in place to provide continued access for all to the finest medical professionals, leading-edge technology and first-class care.

Temple Health's commitment to healthcare equity transcends every aspect of our business model. This includes decisions around access points, care delivery, operations, employment and workforce training from the entry level worker to throughout the spectrum of health professions education. At Temple University Hospital, this is resulting in quality outcomes and opportunity that match or exceed those in less challenged communities.

In recognition of our business model and inclusive culture, **we have been ranked the most racially inclusive hospital in Pennsylvania and the 12th most inclusive hospital in the United States** by the Lown Institute, a non-partisan think tank that examined over 3,500 hospitals to assess their success serving people of color and individuals with low incomes and education levels living in their communities.

I commend all of Temple Health's team members whose talent, compassion and determination make our extraordinary results possible.

A handwritten signature in black ink that reads 'Michael A. Young'.

Michael A. Young, MHA, FACHE

President & CEO, Temple University Health System
President & CEO, Temple University Hospital, Inc.

NOTABLE FACTS & FIGURES: TEMPLE UNIVERSITY HOSPITAL



● CHARITY CARE	\$23 MILLION
● COMMUNITY HEALTH IMPROVEMENT	\$3 MILLION
● HEALTH PROFESSIONS EDUCATION SUPPORT	\$109 MILLION
● SUBSIDIZED HEALTH SERVICES	\$19 MILLION
● COMMUNITY BENEFIT CASH & IN-KIND	\$6 MILLION
● WORKFORCE & COMMUNITY BUILDING PROGRAMS	\$2 MILLION

FY 2020 IRS Schedule H 990



400+

Community benefit programs engaged in last year

180,000+

Community members served through free programs



\$23 million

Charity Care



\$913 million

Salaries, wages & benefits



6,000

Hospital & Physician Practice Employees



380+

Volunteers



151,641

Emergency room visits



2,759

Trauma activations



11,125

Psychiatric Crisis Response Center visits



1,537

Behavioral health discharges



17,387

Surgical procedures



298

Organ transplants



38,062

Infusion treatments



287

Burn Center patients



2,211

Newborn deliveries

\$2.9 BILLION TOTAL ECONOMIC IMPACT

OUR PATIENTS & COMMUNITY

PATIENT PROFILE

Temple University Hospital cares for many medically complex patients who rely on government programs for healthcare coverage.

COMMUNITY SNAPSHOT

Our services are especially important to residents of our diverse, economically challenged North Philadelphia neighborhood.

HEALTH COVERAGE



86% covered by government health programs:
45% Medicaid
41% Medicare

AGE



62%
50 or older

CHRONIC CONDITIONS:

70% suffer from one or more chronic health conditions



LANGUAGES

12% do not speak English as primary language



BEHAVIORAL HEALTH



51% have behavioral health diagnosis

SUBSTANCE MISUSE



25% have substance use disorder diagnosis

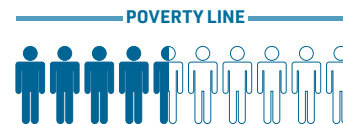
POPULATION

467,318



POVERTY LEVEL

45% live at incomes below 100% of federal poverty level



EDUCATION



62% have high school education or less

UNEMPLOYMENT



23% unemployed

CHILDREN IN POVERTY

Over **55%** live in poverty



RACE



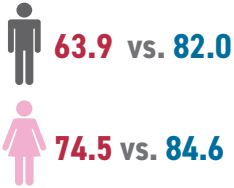
BLACK	46%
HISPANIC	30%
WHITE	18%
ASIAN/PACIFIC	4%
OTHER	2%

HEALTH DISPARITIES

Residents of our North Philadelphia service area experience many health disparities due to social and economic inequalities.

LIFE EXPECTANCY

Philadelphia's life expectancy varies considerably by neighborhood. Our Nicetown-Tioga neighborhood has the **lowest** life expectancy across the City's 46 neighborhoods.



Male and female life expectancy in our neighborhood, respectively, is **18 years** and **10 years less** than Center City East.

U.S. Life Expectancy: Male: 76.1 Female: 81.8

OVERALL HEALTH

Our community ranks among the **lowest** for health outcomes across Philadelphia's 46 neighborhoods.

#46 of 46 Upper Kensington

#45 of 46 Nicetown-Tioga

#34 of 46 Hunting Park-Fairhill

HYPERTENSION

37% of adults compared to 30.2% national average



OBESITY



40%
of adults

24%
of children

DIABETES DIAGNOSIS

Over 17% of adults compared to 10% national average



MENTAL HEALTH



Over 20%
report poor
mental health

DISEASE RATES

HEART DISEASE MORTALITY

65%
higher than
national rate

■ North Philadelphia: 273.8
■ U.S.: 165.5

CANCER MORTALITY

30%
higher than
national rate

■ North Philadelphia: 230.6
■ U.S.: 176.4

HOMICIDE MORTALITY

700%
higher than
national rate

■ North Philadelphia: 43.5
■ U.S.: 6.2

■ North Philadelphia ■ U.S.

*Per 100,000 population

ALL CAUSES MORTALITY

Our community's all causes mortality rate is **55% higher** than the national rate and is the **highest** in Philadelphia, including for heart disease, homicide & smoking.



U.S.: 759.0 Lower North Philadelphia: 1183.9

*Per 100,000 population

ADVANCING EQUITY IN HEALTHCARE

Temple University Hospital was founded in 1892 as Samaritan Hospital to care for its low-income community. As the chief clinical training site for the Lewis Katz School of Medicine at Temple University, we are an 879 bed-acute care, non-profit academic medical center that trains the next generation of healthcare professionals. **We are an indispensable provider of healthcare for America's largest city without a public hospital.** Committed to improving the health and quality of life in our neighborhoods, we provide access to needed care across all specialties with the same high quality care regardless of economic status. Along with Temple's medical school, we embrace the vision of the Association of American Colleges: that **medical schools and teaching hospitals play a singular role in ensuring that all people have the same opportunity to achieve their full potential—a state of health equity.** As pioneers in research and clinical best practices, Temple Health provides a platform of evidence that shapes policies, partnerships and practices to facilitate health equity.



Safeguarding Our Community Against COVID-19

Throughout the pandemic, Temple University Hospital ensured that our vulnerable and medically complex patients would receive the best medical care with outcomes that meet or exceed care in less challenged communities. We established a **COVID-19 Monoclonal Antibody Infusion Clinic** for those most at risk. We also established a **Post-COVID-19 Recovery Clinic** providing rehabilitation, supplemental oxygen, medications and other therapies for those in need of ongoing medical care.

Our success is demonstrated through the Medicare Catchment Area 2021 Report for Temple University Hospital of the Association of American Medical Colleges. This shows that Temple cares for populations at highest risk for COVID morbidity and mortality: 64.7% identified as Black, Hispanic or other compared with the U.S. average of 39.1%.

*Despite the high vulnerability of our patient population, our COVID patient mortality rates were **33% better than hospitals across the nation.***

COVID-19 Outreach by the Numbers

Over the first 18 months of the pandemic we fulfilled the following:

100,000+ vaccine doses administered to our community

2/3 of vaccine recipients identify as Black or Hispanic

95,000+ people tested for COVID-19

85,000+ calls handled through our **24/7 COVID-19 Hotline**

30,000+ residents & employees of long-term care facilities served as part of **PA Regional Congregate Care Assistance Team**

Launched public health **Vaccine Education Campaign** in coordination with **Temple University & Philadelphia Department of Public Health**

Partnered with the **Philadelphia Housing Authority** to connect **4,200+** residents with vaccination, nutrition, financial, prescription & other resources

Making Socially Responsible Investments

Temple University Hospital is committed to ensuring our communities have a fair chance to enjoy healthy living despite social or economic position. We are making significant investments in clinical programs, equipment and human resources to ensure **equitable access to the finest medical professionals, cutting-edge technology, excellent healthcare and family sustaining jobs.**

Optimizing Clinical Outcomes

33% lower COVID-19 mortality rate than nation

3+ years with zero knee replacement surgical site infections

Zero mortalities last year for "PTE" surgery to remove blood clots from lung arteries – **Best in Nation**

Top 10% for **Labor & Delivery Excellence** from **Healthgrades Women's Care Award**

Beacon Award for Excellence for **intensive care, burn & other critical care units**

Recognized for Quality & Safety

Top 20% among nation's academic medical centers for safety;

Top 10% for efficiency

Blue Distinction Center for **Cardiac Care, Bariatric Surgery & Maternity Care**

Blue Distinction Center for **Bone Marrow, Heart, Kidney & Lung Transplant**

Pennsylvania Patient Safety Authority
"I am Patient Safety Award"

Leapfrog Safety Grade "A" for **short hospital stays, low infection rates & other complications**



Building & Protecting Jobs

COVID-19 caused Philadelphia's highest unemployment level since the Great Depression, with more than 20% of the City's workforce filing for unemployment. While most health systems cut their workforce during the pandemic, we grew ours by **9%**. Temple Health provided thousands of workers with the **security of solid wages and benefits** while reinforcing our community's healthcare safety-net.

900 additional jobs, **9%**

5,663 employees residing in Philadelphia, **54%**

4,428 employees residing in Pennsylvania, **89%**

Serving You through Prudent Capital Investments

Acquired **modern hospital facility** to grow community health programs

Procured **critical radiology equipment** including CT scanner, mammography, ultrasound, MRI, linear accelerators and gamma knife

Modernized clinical capabilities in cardiac, pulmonary surgery & more

Enhanced robotic surgery through purchase of 5 robots

Replaced fleet of patient beds, ventilators, vital sign monitors & other patient equipment



ENABLING A HEALTHY START FOR MOMS & NEWBORNS

Temple University Hospital offers a comprehensive and coordinated approach to pre- and post-natal care and education.

Perinatal Care: As a member of the *Pennsylvania Perinatal Quality Collaborative*, we are committed to reducing maternal mortality and improving care for post-partum women and newborns. Through education, screenings, engagement and best practices, our focus includes maternal opioid use disorder, neonatal abstinence syndrome, contraceptive care, maternal depression and hypertension.

Center of Excellence for Opioid Use Disorder:

Temple is designated by the Commonwealth for our care of pregnant and other women. Through our trauma-informed framework, patients receive pre-natal care, maternal fetal consultation, primary care, behavioral health services and medication-assisted treatment.

Breastfeeding Support: As a *Baby-Friendly USA* designated birth facility, we provide evidence-based lactation education to improve infant health. Our Pumping and Nursing Pod provides a safe, comfortable space for breastfeeding, empowering women to nurse on-the-go.

SAFE-T Program: Our *Sleep Awareness Family Education at Temple* (SAFE-T) initiative provides resources and educates families about safe infant sleep during a baby's first year.



Improving Obstetrical Care for Maternity Patients: Temple's *Optimizing Early Post-partum Care for Birthing Mothers with Hypertensive Disorders in Pregnancy* aims to optimize early post-partum care for at-risk moms with hypertensive disorders in pregnancy. Our Maternal Transitions of Care Clinic of our *General Internal Medicine and OB/GYN Practices* provide consistent, multidisciplinary post-partum care. Our cardiology and obstetrics teams participate in the *Philadelphia Maternal Mortality Review Committee* to address cardiovascular disease, a leading cause of pregnancy associated mortality.



Temple delivered over **2,200** babies last year, nearly **90%** of whom were covered by Medicaid

Temple University Hospital has not had an obstetrical mortality in **5+ years** despite the high acuity of our patients

Optimizing Maternal Health

Research shows that depression, isolation and stress from racism and individual behaviors lead to poor heart outcomes. Few studies, however, have addressed these factors to optimize Black maternal heart health, particularly for mothers at higher risk, including those with high blood pressure or obesity. To fill this gap, Dr. Sharon Herring and community partner **Maternal Wellness Village** are co-leading a **Patient Centered Outcomes Research Institute (PCORI)** study with a goal of eliminating disparities in heart disease among Black women during and after pregnancy. On a parallel track, Dr. Herring is leading a **National Institutes of Diabetes and Digestive and Kidney Diseases** study to investigate an evidence-based treatment approach for the prevention of excessive weight gain in pregnancy among the vulnerable women served by **Pennsylvania's Supplemental Nutrition for Women, Infants and Children program**.

"Findings from the PCORI study will help Black women make informed decisions about the use of community doulas, lactation professionals and psychotherapists as part of their care to reduce the risk of heart disease during pregnancy and the first year after giving birth."

—Sharon Herring, MD, MPH



Hospital Home for Women & Children

On a park-like setting in the near northeast Philadelphia, Temple University Health System is planning a leading-edge hospital campus to provide holistic services focused on women and newborns. Care will be provided by the same outstanding Temple Health physicians on which our community depends. This specialty campus will offer a safe, welcoming environment, complete with modern spacious patient areas and outdoor landscaped walking trails creating a tranquil setting in the heart of Philadelphia. Exceptional services and programs are being designed to ensure our patients have access to the highest quality care in a patient centered environment, and can achieve the best outcomes regardless of their social and economic circumstances.



RE-IMAGINING PATIENT CARE

Multi-Visit Patient Clinic

Temple University Hospital's Multi-Visit Patient (MVP) Clinic provides a full continuum of care for patients with high emergency department use and frequent inpatient readmissions.

Patients are screened for housing, food insecurity, transportation, safety, financial and other needs.

Upon discharge, we schedule patients for follow-up appointments and treatment. Thereafter a Community Health Worker links the patient with healthcare and social services and provides supports such as meals, transportation and home visits. Last year, we connected 103 patients with diagnostics, cancer screenings and specialist care. Once the program addresses medical and social needs, patients can "graduate" to stable primary care management.

MVP Clinic Patients

40% reduction in emergency department use

21% reduction in inpatient utilization



"Through their inpatient and MVP Clinic service, our medical residents learn first-hand how to deliver true patient centered care. I teach our residents to listen to their patients, understand where they come from and their needs outside the hospital. It is by addressing these needs, whether they are cultural or racial barriers, lack of food or other social risk factors, that we can achieve more equitable health care."

— Dharmini Shah Pandya, MD

Holistic Healthcare

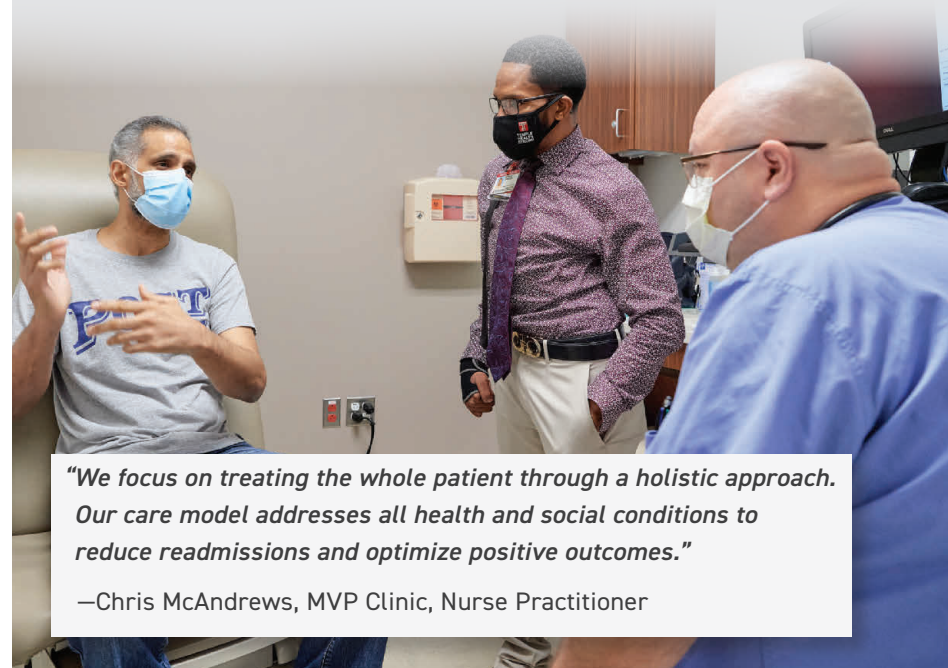
Treating the Whole Person

Pete Tano was homeless and hospitalized frequently due to heart failure and other chronic health conditions. After many years working in construction, Pete succumbed to substance misuse. As he lost his job, home, family and hope, his health deteriorated rapidly.

Following several emergency department visits and hospital readmissions, Pete enrolled in Temple's MVP Clinic. Our care team found Pete specialized housing in a residential skilled nursing facility, developed a personalized medication and nutrition management plan and connected him with substance misuse and behavioral health treatment. After several months in this caring environment, Pete's health improved dramatically. He is in recovery and reunited with family.

"I was near the brink of death. This clinic saved my life... I'm reconnected with my children and can now build a future thanks to Temple."

—Pete Tano, MVP Clinic Patient



"We focus on treating the whole patient through a holistic approach. Our care model addresses all health and social conditions to reduce readmissions and optimize positive outcomes."

—Chris McAndrews, MVP Clinic, Nurse Practitioner

HIDDEN HEROES

Laboratory Springs to Action

As COVID-19 cases escalated in our region, Temple University Hospital's Laboratory intensified its response. Facing a historic demand for testing, we transformed operations while integrating 5 laboratories across the health system. Working around-the-clock, our Lab Team met the needs of Temple Health and other area hospitals. We provided on-site testing in long-term care facilities to protect their residents and caregivers. Our unprecedented laboratory investments improved testing not only for COVID, but for gastrointestinal, pulmonary, cardiovascular and other diseases prevalent in our at-risk community.



Since the pandemic's onset, we **increased processing volume for COVID laboratory results from about 200 to 600 per day with capacity to handle far more.** Internal processing times were reduced from **8 hours to a rapid 30 minutes.**

Laboratory Investments & Increased Efficiency

Compared with pre-COVID operations, our Laboratory achieved exemplary efficiencies and outcomes:

70% increase in microbiology testing

\$6.9 million capital investment in laboratory equipment

\$5.6 million increased supply expenditure, **400%** increase

Farm to Families

Our program brings fresh, low-cost produce to North Philadelphia families through home delivery and neighborhood distribution. Partnering with the Frazier Family Coalition, St. Christopher's Hospital and others, we address obesity, food insecurity, cardiovascular disease, and diabetes related to poor diet and lifestyle. Families can use SNAP benefits and a "prescription" from a Temple doctor to purchase local fruits and vegetables. We also hold cooking demonstrations.



Community Health Workers

A Lifeline for Those in Need

Our Community Health Worker (CHW) team serves as a critical resource for our surrounding neighborhoods. After identifying patients with complex social and medical health issues, CHWs conduct home visits, schedule and attend doctor appointments, coordinate transportation and connect with other social supports to improve quality of life and treatment outcomes.



CHW Impact

1,000+ patients & families served last year

17,000+ medical & social service connections made



ADDRESSING DISPARITIES IN CANCER CARE, COMMUNITY ENGAGEMENT & RESEARCH

Cancer care at Temple combines the expertise and resources of two of the Philadelphia area’s most respected healthcare providers, Fox Chase Cancer Center and Temple University Hospital. Together we provide complete care – from diagnosis through life after treatment – for all cancers, at multiple locations. Regardless of income, our community has access to nationally renowned physicians, advanced technology, innovative cancer treatments and cutting-edge clinical trials.

Cancer Screening & Education: To promote early cancer detection and increased survivorship, we offer free breast, prostate and other screenings on-site and in neighborhood settings. For difficult to reach populations, the **Fox Chase Mobile Screening Unit** brings screenings to residents of North Philadelphia and the region. We also conduct community-based education on cancer risk factors, symptoms, screening, detection, diagnosis and treatment, partnering with places of worship to reach at-risk populations.

Temple University Hospital provided **550+** free rides & **\$140,000+** in financial, transportation & in-kind support to cancer patients last year

Immersion Science Program

Fox Chase Cancer Center established classroom laboratories in 11 Philadelphia schools with support from the Howard Hughes Medical Institute. This program enhances the science and math foundation of participants, building confidence and preparing students for rigorous science, technology, engineering and math majors.

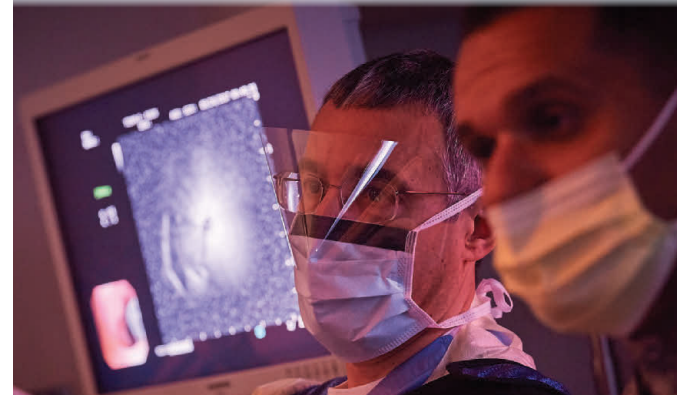


Immersion Science Program Results

- 1,000** students benefit from program annually, **80%** from School District of Philadelphia
- 75%** receive paid positions in research labs as undergraduates
- 22%** become published authors prior to college graduation

Promoting Health Equity in Lung Cancer Screening & Treatment

Our community has the highest smoking-attributable mortality rate in Philadelphia. The **Temple Healthy Chest Initiative** (THCI) addresses this disparity through a comprehensive approach to lung cancer screening for at-risk patients. This collaborative effort between the Temple Lung Center and the Departments of Radiology, Pathology, Radiation Oncology, Medical Oncology, Cardiology, Endocrinology, Gastroenterology and Rheumatology, combines lung cancer screening, lung nodule management and thoracic imaging to identify and treat those most at risk. The THCI is designed to detect common co-morbidities of the lung, heart, gastrointestinal tract, and musculoskeletal system and seamlessly connects patients to other subspecialties to manage co-morbidities. It also embeds an in-person and virtual smoking cessation program available for all patients regardless of care location.



Groundbreaking Cancer Research

The Fox Chase Cancer Center includes the American Oncologic Hospital, its affiliated medical group and the Institute for Cancer Research. Fox Chase is one of 51 centers to qualify as a **Comprehensive Cancer Center**, the highest level designation of the **National Cancer Institute**. In partnership with Temple University Hospital, Fox Chase is a leader in cutting-edge treatment and scientific discovery.

\$37 million in research support for Fox Chase Cancer Center provided by Temple University Health System

Temple University Fox Chase Cancer Center & Hunter College Regional Comprehensive Cancer Health Disparities Partnership: Despite advances in early detection and treatment, significant racial and ethnic disparities exist in African, Asian-Pacific, and Hispanic Americans. As a member of the **NCI/NIH's Partnerships to Advance Cancer Health Equity**, our program takes a multidisciplinary approach to reducing cancer health disparities affecting minority communities. With more than 80 investigators, our partnership is developing a sustainable collaborative cancer health disparity research infrastructure; providing research education and career development opportunities to diverse undergraduate, graduate students and early-stage investigators; and collaboratively engaging communities in cancer research, education and outreach.

Cancer Prevention Project of Philadelphia (CAP3)

CAP3 educates community members on the importance of cancer prevention and screening. It helps our community better understand the value of cancer disparity research and participation in research studies. There are currently more than 1,000 participants of African ancestry enrolled in the CAP3 research registry, with recruitment ongoing.

"To research and address health inequities you must work hand in hand with the community to ensure a two-way flow of information...There must be an engaged relationship on both sides to truly give back and have a meaningful impact."

— Camile Ragin, PhD, Principal Investigator CAP3 Program

Leading in Bone Marrow Transplant

The **Center for International Blood & Marrow Transplant Research** identified Fox Chase-Temple University Hospital Bone Marrow Transplant program as **one of only 17 adult centers, among 170 transplant centers** in the



United States, with better than expected survival rates. **Fox Chase was the only center in our tristate region Pennsylvania to receive this distinction.** Dr. Henry Fung attributes the program's success to its approach to patient care. **"Patients have many treatment options. We are successful because we don't isolate the patient as a transplant patient. We look at the patient as a whole."**

—Henry Chi Hang Fung, MD, FACP, FRCPE

Trailblazing in Cancer Epigenetics

Based locally in Philadelphia's Burholme Park neighborhood, the **Cancer Epigenetics Institute (CEI) of Fox Chase Cancer Center is a national hub for epigenetics study.** The CEI facilitates partnerships among academic and industry researchers to promote discovery in cancer epigenetics and reduce cancer-related morbidity and mortality. It's translational research informs novel approaches to the treatment of a wide range of cancers. As a leader in the study of cancer epigenetics, Fox Chase is one of the few centers in the country with a dedicated epigenetics program.



ADDRESSING COMMUNITY BEHAVIORAL HEALTH NEEDS

Founded in 1852 to serve Philadelphia’s Kensington Community, today’s Episcopal Campus contains all of Temple University Hospital’s behavioral health services, including a 118-bed Behavioral Health Center, a psychiatric Crisis Response Center, a full-service Emergency Department and 21-bed medical-telemetry unit.

Our Episcopal Campus serves as the main clinical training site for the Psychiatric Residency Program of the Lewis Katz School of Medicine at Temple University and the psychiatric clinical rotation for hundreds of Temple University Medical, Nursing, Social Work, Physician Assistant and Behavioral Therapy students.

Episcopal’s Behavioral Health program is recovery treatment oriented, offering a welcoming approach and hope for those afflicted with mental illness and co-occurring disorders. Many patients have a diagnosis for one or more substance use disorders, in addition to a psychiatric diagnosis. We also serve patients with difficult medical issues including severe burns and traumatic injuries due to failed suicide attempts.

Through our Crisis Response Center, Episcopal provides emergent outpatient behavioral health evaluation and care. Our Extended Care Unit serves those experiencing persistent mental illness in a therapeutic setting focused on rehabilitation and community integration.

Episcopal Patient Profile

Over **30%** have both a substance use disorder & other behavioral health condition

Over **30%** are homeless

Over **85%** are unemployed

Episcopal Numbers Last Year

2,400 warm handoffs for substance use disorder patients

3,300 referrals to next care level

40,000 inpatient behavioral health days

17,000 mental health evaluations & coordinated care services through our Crisis Response Center

*Temple University Hospital invested **\$1 million** in facility upgrades at its Episcopal Campus to enhance its therapeutic and safety environment. These peaceful and uplifting wall murals reduce anxiety, encourage healing and promote positive emotional health outcomes.*



Integrating Behavioral Health & Substance Misuse Treatment

Temple University Hospital is on the front line addressing the opioid crisis with innovative programs that meet people where they are.

Pennsylvania Coordinated Medication-Assisted Treatment (PAC-MAT):

In partnership with the Commonwealth, we are expanding treatment for opioid use disorder and creating vital partnerships with community based sites. Central to this “hub and spoke” model is our TRUST Clinic, which coordinates services across emergency departments, health centers, physician offices and social service organizations.

Temple Recovery Using Scientific Treatment (TRUST) Clinic: Integrated into our family medicine and general internal medicine practice, TRUST provides low barrier substance use disorder treatment with on-site peer recovery support and case management services to facilitate pathways to recovery.

Begin the Turn: Our streetside mobile multidisciplinary unit is staffed by a behavioral health professional, case manager, medical practitioner and outreach workers. Our outreach team provides pharmacologic treatment for opioid use disorder and acute care services with a bridge to primary care and social services.

25% of Temple's inpatients have a substance use disorder diagnosis

Temple service area's drug overdose mortality rate is 7X the national rate



Partnerships in Housing Those at Risk

Beacon House Opioid Respite Center: We are collaborating with the City of Philadelphia, HACE community development corporation and Prevention Point on a 60-bed opioid respite center on our Episcopal Campus. The center provides shelter and critical services for those suffering from homelessness and substance use disorder.

Certified Peer Recovery Specialists

With “lived experience” and specialized training our Recovery Specialists link overdose patients and their families with needed services following treatment in our Emergency Departments or Crisis Response Center.



TUH-Episcopal Campus Earns Prestigious National Awards

Temple University Hospital– Episcopal Campus earned three prestigious “*Golden Bowtie Awards*” from the *Beck Institute for Cognitive Behavioral Therapy* for our superb work implementing Recovery-Oriented Cognitive Therapy (CT-R), which empowers people with serious mental illnesses to drive their own recovery. Temple was one of the first U.S. sites to pilot CT-R use on an inpatient unit. *The technique's success has led to CT-R's adoption across the country.*



Project Home Partnership: Project Home, in partnership with the Philadelphia Housing Authority, is developing 54 long-term recovery residences to serve those who are homeless, at risk of homelessness or recovering from a substance use disorder. Located on our Episcopal Campus, this development will benefit from Temple University Hospital's synergistic behavioral health and substance use disorder programs.



DEVELOPING OUR LOCAL WORKFORCE

As a premier employer for Southeast Pennsylvania, we are committed to providing solid, family sustaining jobs for our local community. We do this through unique labor-management partnerships with Temple University, 1199C Training & Upgrade Fund, Lenfest Foundation, Philadelphia Works, Philadelphia Housing Authority and others. Below are programs that help fulfill our community's workforce needs while addressing economic and healthcare disparities.

Temple University Lenfest North Philadelphia Workforce Initiative:

Focused on zip codes around Temple University's main and health sciences campuses, this program helps strengthen the earning potential of our neighbors through job training, meaningful internships and career readiness programs.

Temple PHA CARES Partnership: In partnership with the Philadelphia Housing Authority (PHA), Temple University's Lenfest North Philadelphia Workforce Initiative and others, we hire and train public housing residents to work as on-site Community Health Workers (CHW) at PHA locations. CHWs educate PHA residents on COVID-19 and help them address social risk factors such as food insecurity, and connect with prescription drug access, financial assistance and other social supports.

"Many residents are scared to receive the vaccine. I help them to understand its many benefits so they can make an informed decision. When we work together they see themselves in me, this helps build trust and a relationship so I can connect them with the resources they need to get healthy."

—Angela Sutton, Community Health Worker

Empowering Future Community Leaders

PHA Cares

After she found herself suddenly unemployed due to a workforce reduction caused by the pandemic, Angela Sutton was hired as a **Community Health Worker** through Temple University Hospital's CARES program with the Philadelphia Housing Authority (PHA). A longtime PHA housing resident, Angela was trained through Temple's Community Health Worker Training Program. In her new profession, Angela focuses on COVID-19 vaccine outreach and coordination of on-site administration at PHA housing locations.

Angela is now working toward a degree in social work at Temple University with support from Temple University Health System's tuition benefit program. **"My next step is to become a licensed social worker to start a social service organization for troubled youth."**

900+ PHA residents vaccinated through Temple partnership



Building Career Ladders

Labor-Management Partnership: Our nationally acclaimed partnership with the **1199C Training and Upgrade Fund** provides continuous learning while enabling community members to develop skills in nursing, pharmacy, behavioral health, childcare, home health, health IT and other career pathways.

Temple Cares Bridge to Healthcare Employment Program: Administered by Temple University's College of Education and Human Development, this program provides professional development, industry recognized credentials and paid work experience to North Philadelphia youth ages 17-21. Participants are supported during the job interview process and receive job coaching upon hire. As a partner, Temple University Hospital hosted interns in nursing, human resources, clinical appeals, admissions and financial services. These future leaders attended cross-departmental meetings and shadowed healthcare professionals.

580+ hospital staff & local community members enriched through training programs last year



Paving Career Paths

Troy Boulware has worked as a **Patient Care Assistant** in Temple's Intensive Care Unit (ICU) for over 10 years. Growing up in nearby Germantown, he was driven early on toward a career with Temple University Hospital.

"I felt called to my profession because I wanted to serve others who face issues I saw around me. I can truly empathize with my patients because we are from the same community."

In his role, Troy works with quadriplegic patients and others affected by traumatic injuries. He assists them in regaining basic mobility and other life skills to reduce recovery time and improve treatment outcomes.

When Temple enrolled Troy in a professional development program with Johns Hopkins University, he seized the opportunity. Troy used his training to help establish early mobility programs at Temple University Hospital. Through Temple, he also received training as a **Clinical Peer Educator**, enabling Troy to advance his skills further by training new-to-the-job Patient Care Assistants.



As he sees no end to learning, Troy is seeking training as a **Certified Medical Assistant** so he can conduct diagnostic testing and assist with other patient treatments.

"I want to keep growing and developing in my role at Temple through the many opportunities here. The more I learn, the better I can serve my patients and community."

— Troy Boulware, Patient Care Assistant

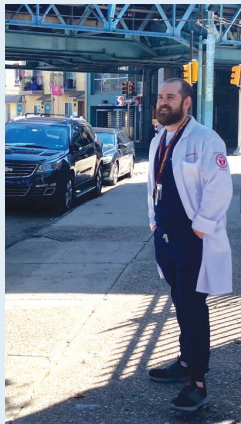


TRAINING THE NEXT GENERATION OF MEDICAL PROFESSIONALS

Our medical residency programs provide outstanding training to the next generation of physicians through a balanced curriculum of supervised clinical education and individual mentoring. We focus on the “human side” of medicine, teaching residents to treat the whole patient by considering the cultural experiences and communities of those served. Residents enhance their clinical education by engaging in service projects benefiting our communities, preparing them to care for a wide range of populations and health conditions. Upon completion of their residency, many set up practice in our region and Pennsylvania.

679 medical residents & fellows trained last year

46 accredited residency training programs medical specialties



Medical Residents Filling a Void

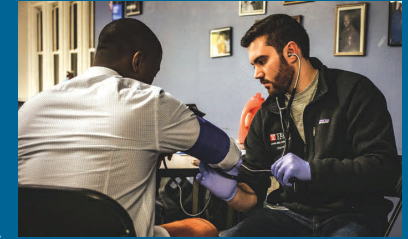
Many of our medical residents further their education by caring for clients of social service organizations serving vulnerable populations. Andrew Hogrogian, MD, is fulfilling his residency at our Episcopal Campus. Under faculty supervision, Dr. Hogrogian provides psychiatric evaluation and treatment for those served by Prevention Point, many of whom are trapped by homelessness and substance misuse.

“I chose to care for Prevention Point’s clients because of the tremendous void they have for psychiatric services. They greatly need the mental health care Temple is providing.”

—Andrew Hogrogian, MD

Medical School Students Advancing Equity in Healthcare

Operated by students of the Lewis Katz School of Medicine, THRIVE is a component of the Temple Emergency Action Corps, a student-run global community service organization funded by the Greenfield Foundation. THRIVE is a free clinic housed at One-Day-at-a-Time, a residential rehabilitation center in North Philadelphia serving low-income and homeless men and women afflicted by substance use disorder and HIV or AIDS.



Under the supervision of Temple Faculty Physicians and Residents, THRIVE provides health screenings and medical treatment. Its



*Co-founders of the Thrive Clinic
Jani Swiatek, MD, Joe Corcoran, MD,
& Erin Jennings, MD*

“Advocacy Station” provides patients with referrals to primary care, housing, food, job opportunities and other social services. The clinic’s pharmacy dispenses over-the-counter medications and provides patients with counseling on medication adherence.

“The most incredible thing about THRIVE is the sense of a shared vision, not only between students and faculty, but also between the residents living at the shelter and the employees who make it all possible. I’ve never met a group of people so dedicated to improving the common vision of a collective, and so willing to dedicate their own time and resources to reaching that vision.”

—Joe Corcoran, MD

PREPARING TOMORROW'S HEALTH PROFESSIONALS

Temple University Hospital serves as the chief clinical training site for Temple University's Lewis Katz School of Medicine, College of Public Health and School of Pharmacy. We provide clinical rotations for thousands of nursing, social work, physician assistant and behavioral therapy students annually.

Students Trained Last Year

2500+ students of medicine, nursing & other health professions receive training at Temple University Hospital each year. Last academic year we trained:

1,530 Nursing & Advanced Practice Nursing students

553 Pharmacy students

236 Medical & Physician Assistant students

197 Occupational Health & Physical Therapy students

150 Dental students

27 Radiologic & Ultrasound Technology students



Nursing & Allied Health Professions Education

In addition to students of Temple University, Temple University Hospital trains students of the Community College of Philadelphia, Drexel University, Duquesne University, Harcum College, Holy Family University, Ithaca College, LaSalle University, Neumann University, Misericordia University, Roxborough School of Nursing, Thomas Jefferson University, Healthcare and Technology Training Institute, Widener University and the Pennsylvania Institute for Technology.

New to Practice Program: Our 12-month nurse "residency" program places newly licensed registered nurses into permanent full-time staff nursing positions. Under the supervision of a nurse mentor, new nurses receive guidance and feedback needed to ensure a successful transition to professional nursing.

Nursing Student Clinical Rotations: Nursing students learn all aspects of patient care by shadowing our staff nurses and assisting with feeding, medication administration and wound care.

Allied Healthcare Professions Education: Health care professions students of physical therapy, social work, occupational therapy, radiology, laboratory technology and other fields learn to provide essential patient care and support services from our professional hospital staff.

Advanced Practice Professional Training: Students training as physician assistants, nurse practitioners and other roles learn to conduct physical examinations, medication prescribing, diagnosis and other advanced medical functions from our team of medical professionals.



Nurse Education Coordinator Kearia Still mentors New to Practice nurse Jacqueline Williams

RISING ABOVE VIOLENCE

Our comprehensive prevention and intervention programs address the impact of gun violence on public health.

Trauma Victim Advocate Program:

We provide counseling and facilitate access to victim services that aid with post-trauma recovery & community re-integration. Our 24/7 advocate team supports victims and their families from the time of entry through discharge. Using a trauma-informed approach, our advocates serve as a liaison with hospital personnel and law enforcement. They provide referrals to crime agencies to assist with relocation, recovery of lost wages, unpaid medical bills and mental health services.

Fighting Chance: Temple physicians and nurses train community members to provide first aid to victims of firearm and other traumatic injuries.

Cradle to Grave: Our award winning program guides teens through the life and death of a 16-year old gunshot victim. Led by our clinical trauma team, participants learn the impact of bullets on the body, followed by discussion around physical, emotional and social realities of violence. We partner with local schools & Philadelphia's Juvenile Justice Services Center to target at-risk youth.

Healing through Work: Our partnership with the *Pennsylvania Commission on Crime and Delinquency* and *Philadelphia Works* connects victims of gun violence with gainful employment to disrupt the cycle of interpersonal violence, open pathways and bring stability to lives.

600+ gunshot & stab victims treated last year

700 teenagers reached by Cradle to Grave last year

900 gun locks distributed



Advocating for Trauma Victims

Supporting Post-Trauma Recovery

A lifelong resident of North Philadelphia's Hunting Park Neighborhood, Leslie Ramirez felt called to her vocation, *"I survived trauma growing up and wanted a profession where I could use my experiences to help my community heal and recover from trauma"* she says.

A highlight of Leslie's work involves her work with Yaharia Muñoz, who relocated to Philadelphia from Puerto Rico after her husband suffered a paralyzing gunshot injury. Leslie provided Spanish translation for Yaharia and connected her with housing and services to cover her husband's medical expenses and lost wages.

"Temple provided me the support I needed to get through my husband's injury...we could not have made it through this without them."

—Yaharia Aponte Muñoz, Trauma Victim Family Member

"I try not to go into crisis mode because once people go into crisis mode they don't think. So, I go in calmly and gather as much information as I can. I call it ear hustling — listening for any cues that will help me in the situation. You learn to be extremely sympathetic, non-judgmental, and you just don't take anything personal."

—Leslie Ramirez, Trauma Advocate



ENGAGING BEYOND HOSPITAL WALLS

Housing Smart

Temple University Hospital, in collaboration with **Health Partners Plan**, **Keystone First** and **Resources for Human Development** launched a two-year program to help 25 homeless Medicaid patients who frequently use hospital emergency departments. Patients are provided free housing and caseworkers to connect them with health and social services. Caseworkers assist patients by furnishing apartments, connecting with healthy meals, and helping with applications for income assistance such as Social Security.

Community Fitness & Farmers Market at Jeanes

To encourage healthy eating habits and physical fitness, our Jeanes Campus offers a seasonal fresh farm market. Throughout the year, Jeanes offers nutritional cooking demonstrations and community access to its walking trail. To combine exercise with education, our physicians conduct outdoor walking sessions to help community members make the connection between physical fitness and healthy bodies and minds.



Housing Smart Outcomes

During their first 5 months in the program, participants experienced:

75% reduction in emergency department use

79% reduction in inpatient hospital admissions

50% increase in outpatient services use, demonstrating patients are seeking appropriate care in effective settings



Changing Lives

Providing Homes to Those in Need

During outreach at a homeless shelter, Housing Smart Staff met Rita Stewart, a transgender woman who was struggling with substance misuse, HIV and other chronic conditions. Prior to becoming homeless, Rita worked steady jobs for many years. After the death of her partner she lost her housing and her health deteriorated. Housing Smart staff enrolled Rita in the program and provided her with a furnished apartment.

Having been in the programs for over a year, Rita noticed significant improvement in her health and stopped overusing hospital emergency departments. Rita's case worker is helping her apply for permanent social security disability to provide her the long term support she needs.

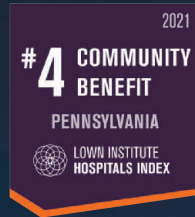


"Housing Smart helped me rebuild my life and confidence, I feel so blessed to have such a wonderful apartment and team supporting me. We need more programs like this that address all areas of someone's life. The housing and other resources I received gave me back my health and independence."

—Rita Stewart, Housing Smart Program

POINTS OF PRIDE

Below are just a few of our many national and regional recognitions.



Accredited Level 1 Trauma Center



PULMONOLOGY & LUNG SURGERY



COPD



STROKE



HEART ATTACK



HEART FAILURE



KIDNEY FAILURE



DIABETES

Thank You to Our Partners

Temple University Hospital deeply values its alliance with Temple University and our Federal, State and City government partners committed to our mission. We also thank the countless community-based organizations whose passion and commitment to our vulnerable communities cannot be understated.

Sources:

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1. TUH FY 2020 IRS Schedule H 990
2. TUH Internal Data Sources
3. 2019 The Health of Philadelphia Neighborhood Rankings, Drexel University & Department of Public Health City of Philadelphia, *Nicetown-Tioga, Hunting Park-Fairhill & Upper Kensington Neighborhoods*
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5. Vital Statistics Report Philadelphia: 2016, Department of Public Health, November 2019, *North, Lower North & Riverward Planning Districts*
6. National Center for Health Statistics Data Brief, No. 293, Mortality in the U.S., 2016
7. 2016 CDC/National Center for Health Statistics, Pennsylvania
8. 2016-2018 National Vital Statistics

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9. AAMC 2021 Medicare Catchment Area Report, COVID-19 Data, Temple University Hospital
10. 2020 Unemployment Claims. Pennsylvania Department of Labor & Industry Commonwealth Workforce Development System
11. TUH Internal Data Sources

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12. TUH Internal Data Sources

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13. 2019 Drexel Philadelphia Neighborhood Rankings, *Upper Kensington Neighborhood*
14. CDC 2018 Drug Overdose Death Statistics
15. TUH Internal Data Sources

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16. 1199c Internal Data Sources
17. FY20 TUH Graduate Medical Education Annual Report
18. TUH Internal Data Sources



COLLABORATING WITH PATIENTS, FAMILIES & COMMUNITY

Patient Family Advisory Councils: We established eight Patient Family Advisory Councils (PFACs) within Temple University Hospital and our neighborhood physician practices. These councils, focused on family medicine, trauma, and cardiovascular disease help us develop programs to address community health needs. Comprised of dedicated community members, our PFACs represent the diverse values, beliefs and cultural backgrounds of our patients. Together we advance care quality, coordination and decision making for those we serve.

Vision Program: Our *Volunteers in Spiritual Interactions from Our Neighborhood* (VISION) program trains community members to serve as volunteer chaplains in our Trauma and other hospital units. Our volunteer chaplains support patients and families of all faiths and non-religious backgrounds during crisis by engaging in active and empathetic listening and providing spiritual and cultural services upon request.

North Philadelphia Collective: We are an active member of this collaboration of over 90 families and community organizations. We provide resources to respond to community concerns. Together we work to reduce barriers and address mental health, education, nutritional and other social needs.

“My two vocations are both ministries...When seeing a patient in the hospital, that patient is my ministry. And when I’m seeing young people in church, that becomes my ministry. I juggle both as best I can.”

—Sister Jocelyn Edathil, MD

Two Vocations One Hospital Fulfilling a Life Mission

Sister Jocelyn Edathil, MD, was born at Temple Hospital, where her mother worked as a nurse. Raised in Northeast Philadelphia, she states, *“I learned at a young age what a critical role Temple plays as a major safety net healthcare provider and its great importance to the community.”*

A hospitalist and internal medicine physician, Dr. Edathil cares for patients during medical crises who face a wide range of health issues, and she also teaches medical students and residents. *“I developed and teach a curriculum on healthcare barriers, how to connect patients with community resources and the importance of strong social support systems in staying healthy.”*

Throughout the pandemic, Dr. Edathil has volunteered to work in the hospital’s COVID-19 units and to provide chaplaincy and emotional support services to staff, patients and families. She also provides guidance to the Archdiocese of Philadelphia and other spiritual organizations on COVID infection control, treatment and testing.



As a member of Temple’s **Patient Family Advisory Council**, Dr. Edathil works with local residents to develop programs that respond to community needs. One such program is our hospital’s **VISION** program, which trains community members to serve as volunteer chaplains.

When not on hospital duty, Dr. Edathil mentors youth and women in the community on spirituality to help them live peaceful and purposeful lives.

