



# JEANES HOSPITAL

Community Health Needs  
Implementation Strategy  
FY18 Progress Report

 **TEMPLE HEALTH**  
JEANES HOSPITAL

**JEANES HOSPITAL  
FY 2018 COMMUNITY HEALTH NEEDS ASSESSMENT  
IMPLEMENTATION STRATEGY UPDATE  
6/30/18**

**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 Leads:** Nancy Baumann / Lucia Tono / Barbara Buford

**Goal 1:**

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

**Summary of Tactics Implemented and Outcomes:**

- **Tactic:**
  - Broaden community education and outreach programs focused on healthy nutrition and weight management by identifying opportunities to share nutrition education / health information.
- **Outcomes:**
  - Jeanes Hospital's Senior Health & Wellness Fair – 11/9/17 (325 attendees).
  - Provision of bi-monthly (Wednesday evenings and Saturday mornings) Weight Management Seminars held in the Cheltenham-Friends Meeting House on campus in collaboration with the Bariatric Service Line.
  - Provision of quarterly Weight Management Seminars in the Temple Health Fort Washington Building.
- **Tactic:**
  - Expansion of current healthy eating programming of the Jeanes Hospital Community Classroom including targeted mailer with call to action "If interested in any of these topics..... please call to arrange a group meeting".
- **Outcomes:**
  - Growth in the Jeanes Hospital Community Classroom On-The-Road nutrition offerings as local community groups request off-site nutritional program presentations at their own locations.

## **Conclusions and Next Steps:**

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 will continue to work closely with our colleagues in the Bariatric Service Line.

## **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 Hospital employees, physicians, volunteers, visitors and community with resources for healthy eating / nutrition / weight management.

## **Summary of Tactics Implemented and Outcomes:**

- **Tactic:**
  - Provision of the Jeanes Hospital Farm Stand on site that makes locally grown fresh vegetables and fruits available to employees and the community.
- **Outcomes:**
  - Weekly operation (April to November) of the Jeanes Hospital Farm Stand on campus making fresh produce available to an estimated 2000 employees, visitors and community members. Providing access to fresh fruits and vegetables in this convenient outdoor setting is key to the success of this priority area.
  - Continuation of support for the Jeanes Hospital Farm Stand which is made possible by a collaboration of the Jeanes Hospital Auxiliary and The Common Market.
  - Promotion of nutrition information at the Jeanes Hospital Farm Stand for further education including:
    - Variety of printed recipes;
    - Cooking techniques.
- **Tactics:**
  - Creation of a resource that brings nutrition education materials currently available, to a centralized and user-friendly platform.
  - Identification of optimal route of disseminating information (e.g. Sharepoint site, physician offices, classes, waiting rooms, Jeanes Hospital website).
- **Outcomes:**
  - Team leaders are currently assessing materials and working with IT and Marketing colleagues to promote accessibility of nutritional resources.
- **Tactics:**
  - Increase the utilization of Human Resources tool “WELLNESS: Be Your Best”.

- Promotion of on-campus offering of Weight Watchers at Work program for employees through daily intra-company email *E-News Daily*.
- **Outcomes:**
  - Employees at Jeanes / Fox Chase and TASB lost over 500 lbs. in the fall with Weight Watchers at Work program.
  - Increased promotion of biometric screening incentives offered by Human Resources.
  - Encouragement of use of the Jeanes Hospital Walking Trail and Fitness Equipment.

### **Conclusions and Next Steps:**

We will continue to advertise and encourage employees to take advantage of on-campus nutrition and wellness offerings. Our collaboration with the Human Resources team will continue so that we are bringing wellness programs to campus. We are strengthening promotional efforts for the Jeanes Hospital Farm Stand which provides easy access to fresh produce. We will continue working closely with our nutrition experts to circulate the easy to follow recipes that incorporate fresh fruits and vegetables. Our efforts will also continue to promote 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 healthy food choices to employees, patients, visitors and community.

### **Summary of Tactics Implemented and Outcomes:**

- **Tactic:**
  - Participation 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:**
  - Second year participation in the “Good Food, Healthy Hospitals” initiative.
  - Jeanes Hospital patient menus now meet all established criteria for “Good Food, Healthy Hospitals” program.
  - Award presented to Jeanes Hospital by the City of Philadelphia for achievement in “Good Food, Healthy Hospitals” project.
- **Tactic:**
  - Provision of nutritional information at the time of food service to lend an opportunity to making healthier choices.
- **Outcomes:**
  - A new initiative was developed called “Wellness Wednesdays” which formally kicked-off July 2017. The focus was to coordinate healthy produce into recipes for patrons to try / buy, having recipes produced and made available throughout retail areas and the Jeanes Hospital Farm Stand. This is a cross-campus coordinated initiative for staff, physicians, visitors and community.
  - Jeanes Hospital’s retail areas changed numerous food products, ingredients, and portions to meet “Good Food, Healthy Hospitals” criteria.

- Increased all nutrition information labeling to enhance better healthy choices on the part of the consumer.
- Jeanes Hospital's food/beverage purchasing now meets the standard of "Good Food, Healthy Hospitals."

### **Conclusions and Next Steps:**

We have made an organizational commitment to again support the Jeanes Hospital Farm Stand to facilitate making locally grown fresh vegetables and fruits available to the community and employees. "Wellness Wednesdays" will continue as we have received positive feedback from colleagues on this new program. We appreciate the recognition by The City of Philadelphia for our achievements in the "Good Food, Healthy Hospitals" program and will continue to actively participate in this endeavor.

### **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 Leads:** Karen Neale / Barbara Buford / Rosemarie Schlegel

### **Goal 1:**

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

### **Summary of Tactics Implemented and Outcomes:**

- **Tactics:**
  - Incorporation of screening information into community education programs which is formally recognized as The Jeanes Hospital Community Classroom.
  - Introduction of new question open-ended question on The Jeanes Hospital Community Classroom Program Evaluation form that reads: "Has your attendance at our Jeanes Hospital Community Classroom seminar incorporated any changes, or had an impact on your life?" If yes, please describe.
  - Continuation of Jeanes Hospital Annual Senior Health and Wellness Fair.
  - Collaboration with Fox Chase Cancer Center to increase compliance with cancer related screenings.
  - Collaboration with local schools of nursing utilizing Jeanes Hospital for clinical experience.
  - Creation of guidelines for those who participate in blood pressure screening who exhibit abnormal values.
- **Outcomes:**
  - Jeanes Hospital's Annual Senior Health & Wellness Fair – 11/9/17 (325 attendees)  
On-site screenings provided included:
    - Stroke screening
    - Blood Pressure screening
    - Vision screening



- Glucose and cholesterol vouchers provided
- Jeanes Hospital's Orthopedic Service Line members presented bi-monthly Joint-Replacement Surgery information / education classes (both day and evening offerings).
- Carbon Monoxide Screenings began in 2018
- Basic Spirometry Screenings began in 2018
- Stress and Fatigue Seminar – Better Breathers Club Meetings began September 2017
- Jeanes Hospital's Laboratory facilitated on-site American Red Cross Blood Drives:
  - October 4, 2017 (31 units collected)
  - January 24, 2018 (26 units collected)
  - April 25, 2018 (29 units collected)

**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.**

- Presentation of “Jeanes Hospital Community Classroom” community education programs. Ten health / wellness-promoting education and screening offerings were presented by teams of physicians and healthcare professionals this fall to a total of 521 attendees.

## Jeanes Hospital Community Classroom Programs



**Supported by the Anna T. Jeanes Foundation  
FALL 2017**

<b>Date</b>	<b>Topic and Discussions</b>	<b>Speakers</b>	<b># of Attendees</b>
9/25/17	Better Breathers Support Group Pulmonary Rehabilitation	Tiffany Smith EP	13
10/12/17	Vaginal Bleeding: What Does it Mean?	Melinda Birdsall, MD	14
10/17/17	Misuse and Drug Addiction is in our	Mary Doherty	13

	Community—Now what?	CORA	
10/23/17	Better Breathers Support Group Pulmonary Fibrosis	John Mullarkey, RRT Clinical Educator TUH	10
10/24/17	How to Maintain Airway and Sinus Health?	Elina Toskala, MD, PhD, MBA	27
10/26/17	AED use and Compression only CPR	Timothy Hinchcliff and Blake Bradley Burholme EMS/ AHA Instructors	17
11/01/17	The Importance of Eye Care: Cataracts, Diabetes and Glaucoma	Upneet Kaur Bains, MD	33
11/09/17	SENIOR HEALTH AND WELLNESS FAIR	Multidisciplinary Team	325
11/14/17	Hearing Loss and Hearing Devices	Paige M. Pastalove, AuD, CCC- A, FAAA	46
11/16/17	Joint Replacements: What's New?	Min Lu, MD	23

**Priority Area #2 (continued)**

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

- Presentation of “Jeanes Hospital Community Classroom” community education programs. Eleven health / wellness-promoting education and screening offerings were presented by teams of physicians and healthcare professionals this spring to a total of 416 attendees.

## Jeanes Hospital Community Classroom Programs



**Supported by the Anna T. Jeanes Foundation  
SPRING 2017**

<b>Date</b>	<b>Topic and Discussions</b>	<b>Speaker</b>	<b># of Attendees</b>
04/03/2018	Why, When and How to Prepare a Living Will & Healthcare Power of Attorney	Mary Fricker JD, BSN, RN	77
04/11/2018	Nutritional Weight Management	Tatyan Clarke, MD	55
04/16/2018	Foot Deformity - I'm Not Liking What I'm Seeing	Eric Gokcen, MD	51
04/23/2018	Dizziness Demystified—Understanding Symptoms, Causes, and Care Pathways	Eric Bostwick, AuD, CCC-A, FAAA	57
04/27/2018	Better Breathers Support Group (monthly event)	Karen Neale Pulmonary, Jeanes Hospital	7 participants/month
04/30/2018	Is Your Anemia A Sign Of An Underlying Medical Problem?	Rashmi Khanal, MD	31
05/02/2018	FACES of Heart Failure	Eman Hamad, MD	28
05/09/2018	Hepatitis C, What You Need To Know	Lee Peng, MD	20
05/14/2018	Women & Heart Disease	Daniel Edmundowicz, MS, MD, FACC	39
05/15/2018	Stroke Awareness and Screening Patient Care Center Lobby	Maryellen Nelson, DNP,RN	25
05/22/2018	Seasonal Allergies	Elina Toskala, MD	26



## 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.

- New Community Classroom program evaluation form question was developed and has received positive feedback regarding:
  - Program benefit, praise and appreciation;
  - Increasing knowledge on health-related topics;
  - Heightening awareness of benefits of health screenings;
  - Improved health benefits;
  - Dietary modification;
  - Increased physical activity.
- 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 screening, vital sign assessment, medication education and assistance with scheduling follow-up physician appointments.
- Jeanes Hospital participated and provided health / wellness education in 18 programs to nearly 20,000 community members including:
  - Sept 10, 2017 – 11<sup>th</sup> Rockledge Fall Festival & Car Show – 6000 attended
  - Sept 14, 2017 – Representative Madeleine Dean's Senior Fair – 350 attended
  - Sept 23, 2017 – Holmesburg Baptist Church 4<sup>th</sup> Annual Community Day Festival – 50 attended
  - Oct 6, 2017 – Senator John Sabatina, Jr Senior Expo – 900 attended
  - Oct 7, 2017 – Bensalem 2017 Fall Festival – 10,000 attended
  - Oct 18, 2017 – Congressman Brendan Boyle's Senior Expo – 550 attended
  - Oct 26, 2017 – Senator Tartaglione Senior Expo – 125 attended
  - Nov 4, 2017 – Philadelphia Fire Department Health Fair – 150 attended
  - Nov 4, 2017 – District Council 21 Health Fair – International Union of Painters and Allied Trades (for members and their families) – 500 attended
  - Nov 18, 2017 – Representative Jared Solomon 1<sup>st</sup> Senior Health Fair at J. Hampton Moore Elementary School 19111 – 125 attended
  - Nov 30, 2017 – The Plaza Apartments – The Golden Years Senior Group – A Physical Therapist's Prospective of the Knee – 21 attended
  - January 10, 2018 – Career Day – Lower Gwynedd School, Ambler – Jeanes Nurse Manager visited with 21 First Grade students with educational information on hand-washing and information for parents
  - March 28, 2018 – KleinLife Senior Wednesday Travel Group – "The Knee – A Physical Therapist's Perspective" – 21 senior men and women attended
  - April 6, 2018 – Philadelphia Protestant Home's 7<sup>th</sup> Annual Wellness Symposium  
300 PPH and community attended

- April 18, 2018 – Health Fair at St. John Neumann Center. Provided stroke risk assessments for 50 attendees
- April 23, 2018 – Our Lady of Ransom Senior Group – “Improving Balance” 55 attended
- May 19, 2018 – New Courtland LIFE Senior Health Fair in conjunction with Senator Sabatina, Jr. – 50 attended
- May 24, 2018 – The Plaza Apartments, Jenkintown – Nutrition Update – 26 attended

## **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.**

- Bi-monthly Weight Management Surgery seminars at Jeanes Hospital (evenings and Saturdays) were presented in collaboration with the Temple Health Bariatric Service Line.
- The TUHS Diabetes / Pre-Diabetes Management Programs were hosted at Jeanes Hospital providing group and individual diabetic screening and counseling sessions.
- In collaboration with FCCC Lung Cancer Liaison, we are offering Carbon Monoxide screening/tobacco and second-hand smoke education. In addition to the Carbon Monoxide screening we offered resource information pamphlets at outreach events.
- The Anna T. Jeanes Foundation provided \$15,500 for 11 Community Grants in 2017 to the following recipient organizations:
  - Temple University Population Health Community Health Workers \$1500
  - Memorial Presbyterian Church of Fox Chase Food for Hope Food Pantry \$1250
  - Insight Christian Counseling (counseling for first responders and military) \$1500
  - Burholme EMS Community Outreach (Emergency prepared GO bags) \$1000
  - CORA Services (Out of School time program) \$1500
  - Philadelphia Interfaith Hospitality Network (increase support to families) \$1500
  - Berachah Church Food Pantry \$1250
  - Philadelphia Protestant Home (Music therapy program) \$1000
  - Upper Moreland Youth and Drug Council (Aldersgate) \$1500
  - Angels In Motion (outreach to address opioid/drug crisis) \$2500
  - Pilgrim Baptist Church (basic necessities to families and books) \$1000

## **Conclusions and Next Steps:**

Jeanes Hospital remains committed to the ongoing education and health screening for our community. We have partnered with our medical staff to provide their clinical expertise to topics that have been requested by past program attendees. We also take these programs and screenings to off-site locations bringing information to senior care communities and facilities.

## **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 the hospital and community to exercise three times a week. Provide exercise benefit education and encourage utilization of the walking trail for planned activities.

### **Summary of Tactics Implemented and Outcomes**

- **Tactics:**
  - Development / presentation of a community classroom presentation related to exercise
  - Participation in the American Heart Association Heart Walk 11/4/17
  - Promote exercise by utilizing Jeanes Hospital Walking Trail
  - Plan a “Couch to 5K” event. Identify and collaborate with community resources to partner
- **Outcomes:**
  - Community Classroom exercise program offered 7/7/17
  - Coordinated in conjunction with Easy Breathers’ Club. September 2017 (12 participants)
  - American Heart Association Heart Walk participation - 11/4/17 (>800 participants)

### **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.

### **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:**
  - Inpatient screening for smoking referring smokers for Pulmonary Services evaluation. Smoking Cessation offered to patients post-discharge.
  - Administration of employee survey to identify those who are interested in help with “Quitting”, either for themselves or others.
  - Development of Jeanes Hospital Community Classroom program focusing on available options embracing the struggle to “Quit”
  - Inclusion of information on Jeanes Hospital website for help with smoking addiction
  - Participation in “Great American Smoke-out”
  - COPD educator on campus sharing new guidelines and information.
  - Pulmonary Disease Specialist on campus November 2017.

- **Outcomes:**

- Current practice is all inpatients are screened and evaluated then provided with approved AARC (American Association of Respiratory Care) informational pamphlets.
- Follow-up telephone calls were made to former inpatients within 30 days of discharge.
- First Easy Breathers' Class – Smoking Cessation class incorporated.
- Better Breathers Club: GOLD Educator/AHA Facilitator
- Pulmonary Disease Specialist/Educator on campus
- Promotion of new American Heart Association education

**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.

**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 4:**

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

**Summary of Tactics Implemented and Outcomes:**

- **Tactics:**

- Plan and present Community Classroom presentation about sleep disorders
- Plan and present sleep apnea program for Community Classroom On-The-Road

- **Outcome:**

- Sleep Disorder educational event offered on campus August 2017 (8 attendees)
- Jeanes Hospital Community Classroom On-The-Road education November 2017 in conjunction with The Philadelphia Fire Department Outreach initiative.

**Conclusions and Next Steps:**

Jeanes Hospital is committed to ongoing education on sleep disorders. We have partnered with our Sleep Disorders Center coordinators for their clinical expertise on this important topic. We are continuing to offer this educational program to off-site locations so that our "Community Classroom On-The-Road" outreach efforts bring 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, and linguistic barriers.**

**Strategy Team Lead:** Rosemarie Schlegel / Lucia Tono

#### **Goal 1:**

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

#### **Summary of Tactics Implemented and Outcomes:**

- **Tactic:**
  - Jeanes Hospital “Community Classroom On-The-Road” planning continues offering programs of interest to local community groups.
  - Efforts focused on multiple communities most represented in the hospital service areas:
- **Outcomes:**
  - Increased marketing efforts in the Russian and Ukrainian communities, encouraging participation in Jeanes Hospital events / outreach
    - Sponsorship / participation in 9.9.17 Fall Ukrainian Festival
    - Sponsorship / participation in 9.24.17 Matryoshka Festival

#### **Conclusions Next Steps:**

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

#### **Goal 2:**

Identify community stakeholders to develop strategies to facilitate effective community outreach

#### **Summary of Tactics Implemented and Outcomes:**

- **Tactics:**

- Strengthened partnerships with community groups to facilitate outreach to non-English speaking communities
    - St. Williams Church
    - Fox Chase Ministerium
    - Former Anna T. Jeanes Foundation Grant recipients
  - Continuation of cultural outreach program to specific communities:
    - Hispanic
    - Russian
  - Creation of language-appropriate printed materials for non-English speaking populations.
- **Outcomes:**
    - Inpatient visitation by Spanish speaking volunteers.
    - Creation of Jeanes Hospital Fact Sheets with map and TPI Practice listing in Russian.
    - Creation of Jeanes Hospital Fact Sheet with map in Spanish for distribution.
    - Creation of Spanish language versions of Temple Health Bariatric Program consumer brochure and fact sheets for distribution at Jeanes Hospital Weight Management seminars.

**Conclusions and Next Steps:**

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

**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 and linguistic barriers.**

**Goal 3:**

Offer education to Jeanes Hospital healthcare providers in order to improve cultural competence, provide culturally sensitive care and address health disparities.

**Summary of Tactics Implemented and Outcomes:**

- **Tactics:**
  - Development of a process to video-tape Community Classroom Programs
  - Collaboration with Human Resources Department on annual mandatory competencies
- **Outcomes:**
  - Providers express more confidence in providing cultural sensitive care to the diverse populations served.



## Conclusions and Next Steps:

Jeanes Hospital will work in collaboration with Temple Health Linguistics Department to focus resources in the priority area of providing culturally competent care and education. 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 Leads:** Nursing Department

**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 Temple Health colleagues at Episcopal Hospital
  - Collaboration with local organizations CORA and Aldersgate
  - Collaboration with Temple Health Human Resources colleagues on the Employee Assistance Program: Support for Work & Life. This program is advertised on the Employee Website and a link is available on the weekly HR Update.
    - Employee messaging highlights “We all need help from time to time. That’s why the Employee Assistance Program (EAP) has counselors ready to help 24/7/365
    - Employees can also visit [myliferesource.com](http://myliferesource.com) from any device and click a tile to access resources on work-life balance, wellness, personal growth and more.
- **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:**
  - Bi-weekly bereavement support group at Jeanes Hospital.
- **Tactics:**
  - Development of plan to address the opioid addiction crisis in this local community
  - Collaboration with Temple Health colleagues with addiction expertise to assist in the formulation of actionable items.
  - Partnership with community providers to assess resources and increase access to available support services.
- **Outcomes:**
  - Participation in TUHS system-wide Substance Abuse Task Force Committee
  - Jeanes Hospital Community Classroom program "Misuse and Drug Addiction is in our Community – Now What?" presented on 10/17/17 – 13 attendees.
  - CME physician education program presented by Dr. Gaurav Trehan to the Jeanes Hospital Department of Medicine on 11/15/17. The presentation was titled Current Concepts in Pain Management: The Opioid Epidemic.
  - 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. We are working together with our Temple Health Human Resources colleagues on the Employee Assistance Program: The Support for Work & Life program is easy to access by website for more information and by telephone where the Employee Assistance Program (EAP) has counselors ready to help 24/7/365.

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

- 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.

By engaging our community both internally and externally we aspire to heighten awareness and begin to change behaviors with regard to mental health and addiction. Jeanes Hospital plans to work in tandem with our health system colleagues and our community partners to learn from their expertise and experience. We are providing meeting space on campus to support developed programs.

### **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 Corbett / Cecelia McGinley

### **Goal 1:**

To prevent readmission to the hospital and eliminate barriers that potentially cause readmission.

### **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
  - 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
  - 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:**

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. 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.

### **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 assist patients in the management of Congestive Heart Failure post hospitalization.

### **Summary of Tactics Implemented and Outcomes:**

- **Tactic:**
  - Congestion Heart Failure Education – Jeanes Hospital's Transitional Care Coordinator meets with those patients who have been admitted to the hospital with Congestive Heart Failure. CHF teaching materials have been developed in both English and Spanish and are used 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:**
  - 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:**

Congestive Heart Failure teaching materials are currently being translated into Russian allowing us to now have CHF material in English, Spanish and Russian.

SERVING THE NEEDS OF  
THE COMMUNITY FOR

90

— 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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