



Chestnut Hill Hospital **COMMUNITY HEALTH NEEDS ASSESSMENT IMPLEMENTATION PLAN**

FY25 PROGRESS REPORT

TABLE OF CONTENTS

Plan to Increase Access to Equitable Care.....3

Plan to Increase Behavioral Healthcare Access.....4

Plan to Social Determinants of Health (SDOH)5

Plan to Health Education and Prevention.....6

Access to Equitable Care

In Pennsylvania, there can be wide gaps in a patient’s ability to access healthcare. A lack of awareness or knowledge of available health services, lack of access to technology, an affliction with mental health issues or limited providers all contribute to disparity in terms of healthcare equity.

Goal:

Increase access to equitable care by community members; especially those qualifying as vulnerable and living in underserved areas.

Initiatives:

Promote Patient Portal usage to more actively manage health care and access timely reports and improve communication.

Utilize UberHealth transportation to coordinate free transportation to and from the hospital for eligible patients

Expand communication services to include hearing impaired patients and those in need of translators with in-person, audio, and video capabilities.

Results

	2024	2025
% Portal Users	79%	66% (clinic)
# Transportation Assistance	1,000 approx.	600 approx.
Patient needing translation services	96	400

Notes:

All translation is video based at Chestnut Hill Hospital, all hearing impaired services are provided thru Deaf Hearing Communication Center (DHCC).

All Uber Health is tracked for the Temple System and not broken out by individual sites.

Next Steps:

Portal awareness education will continue on the clinic and the hospital sides. Explanation and instruction will be provided at both intake and discharge.

We will continue to track access to patient transportation and translation services.

Community Health Needs Assessment Update

Sept 2025

Behavioral Health:

Access to behavioral health services is a high priority for the community of Chestnut Hill. Forty-five percent of community survey respondents noted this topic as having the greatest impact on overall community health.

Goals:

Improve on informing the community and surrounding facilities about the services SBH have to offer with behavior health. Improve on referral assessment and response. Improve on treatment and support for behavioral health.

Initiatives:

- Introduce mental court referrals to increase on census.
- Support Senior Behavioral Health Unit (SBHU).
- Introduce Employee Wellness Support.

Results:

2024

75 referrals to Crisis Response Centers
2 inpatient referrals
Added 1 NP
Staff trained in crisis management.
Added additional RN per diem support

Added 1 NP
Employee Assistant Program: 33 employees
Ginger/Headspace – Unable to isolate CHH

2025

Increase referrals from Crisis Response Centers.
Six referrals from two Crisis Response Centers received in September 2025

Added:
3 nurses, 2 Nurse Practitioners – 1 full time. 1 Psychiatrist, and 1 full time manager.
All staff trained in Handle With Care safety rounds.

Next Steps:

Continue to expand our relationship with the other Crisis Centers and Behavioral health facilities to further our Behavioral Health services and provide options for our patients.

Create a system approach to policies and procedures that are consistent between the Temple Mental Health facilities.

Expand access to mental health care to Chestnut Hill employees.

Explore expansion of outpatient behavioral health care in the Chestnut Hill Service area.

Chestnut Hill Hospital CHNA Update

Sept. 2025

Social Determinants of Health (SDOH) have an impact on people's well-being, quality of life, and overall health. Temple Health – Chestnut Hill Hospital has partnered with the community to address some of the conditions in our local environment that affect health outcomes and increase risk for illness.

Goal:

Increase Health Equity by addressing SDOH and providing culturally competent care.

Initiatives:

Establish DEI Council.

Provide DEI education for all hospital and clinic employees.

Support Local Organizations that address SDOH.

Increase Employee awareness of non-punitive reporting for workplace violence concerns.

ER Screening Process:

On February 10, 2025, the hospital implemented an Emergency Room (ER) screening process. All patients and visitors are now screened for contraband prior to entering the ER. Individuals are required to walk through a metal detector and will be wanded to detect prohibited items, including weapons, sharp objects, or illicit drugs. This screening process has already proven to be very effective in enhancing the safety and security of our hospital.

2025

New ER Screening Process

Organization Funding

Workplace Violence Reported - 304

Next Steps:

Temple Health Chestnut Hill Hospital is participating with the TUHS DEI system committee. We will look to have hospital representation on that committee in FY25.

TH- Chestnut Hill Hospital will continue to partner with local nonprofits that support and address SDOH in our community. This includes ongoing partnership with Meals on Wheels (food insecurity), Mt. Airy CDC (housing insecurity), Face to Face (drug addiction), and the Mt. Airy Schools coalition (literacy)

The proactive approach to continue to engage staff in reporting issues of violence has resulted in an initial increase in reporting and follow-up meetings to address issues.

Chestnut Hill Hospital CHNA Update

Sept. 2025

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