



# JEANES HOSPITAL

Community Health Needs  
Implementation Strategy

FY15 Progress Report

 **TEMPLE HEALTH**

**Community Benefit Implementation Plan**  
**Jeanes Hospital**  
**Summary of Progress for the Period July 1, 2014 through June 30, 2015**

Based on its Community Health Needs Assessment of April 2013, Jeanes Hospital established the following priority areas to improve the health of its communities: (1) address the dangers of obesity and overweight BMI; (2) strengthen early detection of cancer and chronic disease; and (3) strengthen practices for providing culturally competent care. Summarized below are the outcomes we achieved in these areas.

- I. Address the dangers of obesity and overweight BMI. In furtherance this goal, we achieved the following outcomes.
  - a. Establishment of a Farmers Market which was recognized by the City of Philadelphia - Dept. of Public Health and the Mayor's Office of Sustainability with the *Good Food is Good Healthcare* award.  
<http://pubweb.fccc.edu/connect/?p=19868>
  - b. Started a Weight Watchers group after engaging the work site community.
  - c. Posting of dietary information about food choices in our cafeteria and Café.
  - d. Reached over 660 persons through our community classroom educational series.
  - e. Become a distribution site for Temple University's Center for Obesity Research and Education (CORE) informational and recruitment materials.
  
- II. Strengthen early detection of cancer and chronic disease. In furtherance of this goal, we achieved the following outcomes:
  - a. Increased focus in our outreach efforts on opportunities for community to access free screenings for hearing, vision, blood pressure and stroke.
  - b. Strengthened collaboration with Fox Chase Cancer Center with regard to cancer screening and prevention initiatives, including initiatives connected with Prostate Cancer.
  - c. Planned for first annual senior health fair and initiatives to bring the Jeanes Hospital Community Classroom beyond the hospital walls and into the community.
  
- III. Strengthen practices for providing culturally competent care. In furtherance of this goal, the following outcomes were achieved in collaboration with Temple university Health System's Office of Cultural and Linguistic Services:
  - a. Presentation of our Cultural Competency Symposium to over 130 staff and physicians of Temple Health, concentrating on health disparities among African Americans. Also provided educational materials to participants on the cultural issues of this population.
  - b. Conducted assessment surveys with staff about the use of interpreters for our limited English proficient patients and the hard of hearing/deaf patients.
  - c. Conducted medical records reviews of documentation about the use of interpreters.
  - d. Obtained additional equipment for the hard of hearing patients.

**Community Benefit Implementation Plan – Progress Report**  
**Jeanes Hospital**  
**June 2014 – May 2015**

<b>Priority Area #1: Plan to address the dangers of obesity and overweight BMI.</b> Leverage the combined capabilities of several obesity-related entities in the Jeanes Hospital community and in Temple Health, to develop tools and solutions to raise awareness of the dangers of obesity and overweight body mass index (BMI). Bariatric Service line			
<b>Goal</b>	<b>Action Item</b>	<b>Progress</b>	<b>Outcomes</b>
<p>Jeanes Hospital’s goal is to assemble a regional coalition of health and wellness providers, municipal authorities, advocacy organizations, private-sector businesses, schools and universities, and other organizations, to work together in the creation of tools, events, services and educational opportunities that help community members make informed and healthy lifestyle choices. Our goal includes an audience of more than just the obese population in our service area...it also includes parents, teachers, health care providers, and everybody else who influences the health habits of our community. This coalition will define additional action items to engage the community and improve health lifestyles with a specific focus on nutrition and exercise.</p> <hr/> <p><b>Objectives</b></p> <ul style="list-style-type: none"> <li>▪ Measure –Measurement will be number of organizations joining the coalition, and a baseline of lives touched, including event participants and educational material distributed. Success in sales</li> </ul>	<p>Establish the mission and vision of the coalition by leaders of the charter members.</p>	<input type="checkbox"/> Not started <input checked="" type="checkbox"/> In progress <input type="checkbox"/> Completed	<p>Charter members of the coalition to-date include Jeanes Hospital’s bariatric surgery service line, Temple University’s Center for Obesity Research and Education (CORE), a medical weight management program via our bariatric program (providers currently being identified), Common Market, and a local up-scale restaurant.</p>
	<p>Track first year “lives touched” to establish a baseline for future years.</p>	<input type="checkbox"/> Not started <input checked="" type="checkbox"/> In progress <input type="checkbox"/> Completed	<p>The farmer’s market was established by Jeanes Hospital, the JH Auxiliary, and Common Market, making 2.5 tons of produce available to approximately 1,950 community members, employees and patients of Jeanes Hospital and Fox Chase Cancer Center. The program runs from mid-May through October. The farmers’ market was recognized by the City of Philadelphia - Dept. of Public Health and the Mayor’s Office of Sustainability with the <i>Good Food is Good Healthcare</i> award. <a href="http://pubweb.fccc.edu/connect/?p=19868">http://pubweb.fccc.edu/connect/?p=19868</a> In the second season, the program was expanded to reach the North Philadelphia community surrounding the Temple Administrative Services Building on W. Hunting Park Avenue.</p> <p>Please check the quantities listed. 2.5 tos and 1,950 people were references last year, though we state that the program was “expanded” (unless we really weighed the food, lets not provide “tonnage”</p>
	<p>Target appropriate events for distribution of tools and education.</p>	<input type="checkbox"/> Not started <input checked="" type="checkbox"/> In progress <input type="checkbox"/> Completed	<p>All of Jeanes Hospital’s community outreach events include distribution of educational material regarding healthy nutritional choices, exercise, and surgical weight management. Community Classroom now includes new “walking seminars,” this year with a cardiologist and an orthopedic surgeon with emphasis on healthy lifestyles.</p> <p>Additional education sessions included seasonal allergies, breast health, understanding advanced directives, high blood pressure, diabetes and knowing your medications. In total, 664 persons were reached through our Community Classroom.</p>
	<p>Collaborate with community partners to improve access to healthy food and promote physical activity.</p>	<input type="checkbox"/> Not started <input checked="" type="checkbox"/> In progress <input type="checkbox"/> Completed	<p>The hospital has joined forces with its Auxiliary and Common Market to offer our community and workforce a “farmer’s market” to provide healthy food choices from local farms.</p> <p>Partnered with local restaurant to create and label health menu additions.</p>
	<p>Execute contract with Common Market Philadelphia or other community-based farmer’s market provider.</p>	<input type="checkbox"/> Not started <input type="checkbox"/> In progress <input checked="" type="checkbox"/> Completed	<p>The Jeanes Auxiliary and the Common Market completed a formal agreement to product distribution agreement for the farmers market. A working relationship has been established between Jeanes Hospital, Jeanes Hospital’s Auxiliary, and Common Market. The first season of “Farm Market at Jeanes” was award-winning, garnered region-wide media attention, and sold 2.5 tons of fresh produce from local farms.</p>

<p>will also be measured when the on-campus farmer's market is launched.</p> <ul style="list-style-type: none"> <li>Expected Timing – The first year of implementation will be largely the identification of appropriate coalition partners, recruitment activity to on-board them, and the measurement of baseline activities. During this first year of recruitment activity, the charter members of the coalition can roundtable available resources, specific community needs, and subsequent coalition activity. Measurements will begin immediately.</li> </ul>	<p>Forge partnership with Jeanes Hospital Auxiliary to operationalize the campus farmer's market.</p>	<input type="checkbox"/> Not started <input type="checkbox"/> In progress <input checked="" type="checkbox"/> Completed	<p>This task has been completed.</p>
	<p>Join efforts with CORE to enable a research and education platform and to develop informational materials that are evidence-based.</p>	<input type="checkbox"/> Not started <input type="checkbox"/> In progress <input checked="" type="checkbox"/> Completed	<p>Working collaboratively with our nutrition and bariatric service line, we have disseminated evidence-based information at community health fairs to increase the community's awareness of health lifestyle options and services available at Jeanes Hospital. Have served as a distribution site for CORE informational and recruitment materials.</p>
	<p>Focus marketing efforts on bringing more community members to Jeanes Hospital's free weight management seminars, to meet a weight loss physician and learn about the options.</p>	<input type="checkbox"/> Not started <input type="checkbox"/> In progress <input checked="" type="checkbox"/> Completed	<p>Our free weight management seminars have been prepared and promoted to the community. We expanded times/dates to include not only our original Wednesday evening seminar, but now a Saturday morning seminar.</p>
	<p>Invite consumer-based weight management advocates (such as Weight Watchers (WW), Curves, etc.) to participate in our seminars and other outreach and employee benefit programs.</p>	<input type="checkbox"/> Not started <input checked="" type="checkbox"/> In progress <input type="checkbox"/> Completed	<p>Effort to engage the worksite community in weight management was achieved by forming a Weight Watchers group.</p>
	<p>Benefit hospital employees, physicians, volunteers, and visitors by posting information about healthy choices in our cafeteria and other retail food outlets.</p>	<input type="checkbox"/> Not started <input type="checkbox"/> In progress <input checked="" type="checkbox"/> Completed	<p>The Nutrition &amp; Hospitality Department now posts dietary information about food choices in our cafeteria and café.</p> <p>Also, room service to inpatients was recently launched, which includes a menu that promotes its healthy options.</p>

**Priority #2: Plan to strengthen early detection of cancer and chronic disease.** Reduce barriers that impede access to basic disease screenings that help identify cancer and chronic disease in adults, such as pap smear, mammogram and prostate cancer screening. Again, Need to add "Owner: Name, Title, to be consistent with TUH and FCCCRosemarie Schlegel, Director of Volunteer services and Barbara Buford, Coordinator Community Outreach

Goal	Action Item	Progress	Outcomes
<p>To augment Jeanes Hospital's annual prostate cancer screening outreach, the hospital will provide access similarly to services such as breast exams and mammograms, as well as pap tests. The hospital will enlist outreach assistance from its medical staff to appropriately provide screenings for our community, and will make an effort to communicate such opportunities in the service area's most underserved communities. In addition, Jeanes Hospital will survey</p>	<p>More aggressively communicate the prostate cancer screening event and develop additional events to increase community utilization.</p>	<input checked="" type="checkbox"/> Not started <input type="checkbox"/> In progress <input type="checkbox"/> Completed	<p>Our Community Classroom and our colleagues at Fox Chase Cancer center will continue to offer free community education programs discussing prostate cancer and specifically informed decision making around prostate cancer screening.</p> <p>Due to the recommendations of the US Preventive Services Task Force our community prostate cancer screening events were ended.</p> <p><i>Recommendation: the US Preventive Service s Task Force recommends against prostate-specific antigen (PSA)-based screening for prostate cancer. The potential benefit does not outweigh the expected harms.</i></p> <p><a href="http://www.uspreventiveservicestaskforce.org/prostatecancerscreening/prostatecancerscript.pdf">http://www.uspreventiveservicestaskforce.org/prostatecancerscreening/prostatecancerscript.pdf</a></p>
	<p>Engage community groups (i.e., Health Matters readership, Community Classroom seminar attendees, etc.) to understand reasons other than access that prevent patients from obtaining recommended</p>	<input type="checkbox"/> Not started <input checked="" type="checkbox"/> In progress <input type="checkbox"/> Completed	<p>Due to overwhelming positive response this effort will be ongoing. We have seen year over year increase in participation and hope to roll this out to other areas in the Spring of 2016. Will hold our first Senior Health Fair where we will provide hearing and vision screenings, Blood pressure and stroke screenings, BMI and additional services and education focusing on prevention.</p>

<p>community groups to understand reasons that a population that seems to access health care at a high rate would not pursue screenings.</p> <hr/> <p><b>Objectives</b></p> <ul style="list-style-type: none"> <li>▪ Measure – First-year measurement will be number of community members who take advantage of the existing prostate cancer screening program, as a baseline to exceed in subsequent years.</li> <li>▪ “Lives touched” in first-year screening programs for breast health and pap smears will be measured as a baseline, to exceed in subsequent years.</li> </ul>	<p>screenings when they are readily and affordably available.</p> <p>Target additional educational outreach linked to screenings for specific populations.</p>	<p><input type="checkbox"/> Not started</p> <p><input checked="" type="checkbox"/> In progress</p> <p><input type="checkbox"/> Completed</p>	<p>Continue to offer stroke and blood pressure screenings as well as glucose screenings</p> <p>Continuing with community classroom on the Road where we bring information to a variety of senior groups regarding topics of interest to them.</p> <p>. Our Community Classroom topics included mammogram, various GI topics including colonoscopy and “walk and talk” with cardiologist.</p>
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**Priority Area #3: Strengthen practices for providing culturally competent care. Again, Need to add “Owner: Name, Title, to be consistent with TUH and FCCC Lucia Tono-Ramirez, manager CME**

Goal	Action Item	Progress	Outcomes
<p>To educate staff and physicians about the diversity of the clients/patients we serve.</p> <p>To provide high quality safe care to patients with language needs, including the deaf and hard of hearing.</p> <hr/> <p><b>Objectives</b></p> <ul style="list-style-type: none"> <li>▪ To provide a</li> </ul>	<p>Participate on conference planning committee for Cultural Competency in Health Care Symposium.</p> <p>Identify opportunities for Jeanes Hospital faculty to be involved in the development of topics for the symposium.</p>	<p><input type="checkbox"/> Not started</p> <p><input type="checkbox"/> In progress</p> <p><input checked="" type="checkbox"/> Completed</p> <p><input type="checkbox"/> Not started</p> <p><input type="checkbox"/> In progress</p> <p><input checked="" type="checkbox"/> Completed</p>	<p>Staff participated in weekly conference calls leading to the April 24, 2015 symposium.</p> <p>This objective was completed. Over 130 staff members from all Temple Health entities participated in the April 24, 2015. This year the Symposium provided information to participants on Health Disparities Among African Americans.</p> <p>The program included a Keynote Speaker (Dr. Alliric Willis) who talked about: <i>Health Disparities, Cultural Competency and Implications for Quality Care</i>. The program included morning and afternoon breakout sessions, a presentation on the Gift of Life Organ Donation Program, which was followed by a panel of presenters that included community members.</p> <p>The breakout sessions included:</p> <ol style="list-style-type: none"> <li>1. <i>Alzheimer’s Disease and Other Types of Dementia within the African American Community</i> Natalia Ortiz, MD Chief CL Psychiatry</li> <li>2. <i>Nutrition &amp; Diabetes within the African American Community</i></li> </ol>

<p>comprehensive symposium on Cultural Competence.</p> <ul style="list-style-type: none"> <li>▪ To provide comprehensive training to all employees of TUHS, TUP and TPI on language access service and resources.</li> <li>▪ To provide an annual mandatory employee competency on Language Assistance Services and resources.</li> <li>▪ To provide a training program for bilingual employees interested in becoming dual role medical interpreters.</li> <li>▪ Continuing education for Dual Role Medical Interpreters (brown bag lunches).</li> </ul>			<p>Ruth Christner, RD, LDN Casey McKinney, RD, LDN, CDE William Stallings Jr., MS, RC, CSSD, LDN</p> <p>3. <i>The Challenges of Working with African American Patients who are Deaf and Hard of Hearing</i> Lesia Richman, President of The Communication Connection</p> <p>4. <i>Achieving Cultural Competency in HealthCare, and its Impact on Healthcare Delivery to African American Patients</i> 1- Deborah Crabbe, MD Associate Professor / Clinical Schola</p>
	Promote event internally to Jeanes Hospital staff.	<input type="checkbox"/> Not started <input type="checkbox"/> In progress <input checked="" type="checkbox"/> Completed	The event took place on April 24, 2015 and over 130 staff and physicians attended the symposium.
	Collaborate with TUHS Linguistic and cultural Services to add new language resources to communicate with Deaf and Hard of Hearing patients. Revise language access policies to reflect the process to use new resources.	<input type="checkbox"/> Not started <input type="checkbox"/> In progress <input checked="" type="checkbox"/> Completed	The policies were revised and submitted for approval and are now implemented.
	Provide training for all TUHS bilingual employees interested in becoming Dual Role Medical Interpreters.	<input type="checkbox"/> Not started <input type="checkbox"/> In progress <input checked="" type="checkbox"/> Completed	There were two training sessions provided for TUHS bilingual staff members. Thirteen bilingual staff members from Jeanes Hospital participated in the training and successfully completed the training. Continuing education for Dual Role.