



TEMPLE UNIVERSITY HOSPITAL

Community Health Needs
Implementation Strategy
FY16 Progress Report

 TEMPLE HEALTH

**Temple University Health System
Temple University Hospital
Community Health Needs Assessment
Annual Report
Fiscal Year 2016**

Women and Infants

Implementation Strategy Title: Reduce the incidence of infant mortality and improve access to better coordinate community resources for mothers and newborns.

Strategy Team Lead: Elizabeth Craig, CRNP, DNP, FACHE, Enrique Hernandez, MD, Chair, OB/GYN, Gail Herrine, MD

Goal of the Strategy: Improve the health of moms and newborns. Reduce the incidence of infant mortality and improve access to community resources for mothers and newborns. Continue the hospital and community partnership of a breast feeding resource center, as well as a community support group offered at Temple University Hospital and Episcopal Hospital. Improve the compliance with prenatal visits. Increase breast feeding initiation to a rate of 25 %.

Summary of the Methods/Tactics Implemented: Strengthen and expand the role of obstetric and pediatric based community health worker programs within the Temple practices and surrounding community with a focus on woman at high risk for delivering a high risk infant. Implement strategies to enhance Safe Sleep in our newborns. Collaborate with community partners to improve access to Obstetrical Care, Prenatal & Lactation Education, healthy food and promote physical activity. Improve communication on the health status of pregnant mothers through collaborative practice arrangements. Reduce smoking and alcohol consumption through promoting smoking cessation and alcohol use awareness. Continue our support of the City of Philadelphia's MOM program, which connects mothers and their babies from birth through age 5 with social, educational, and healthcare supports. Some additional tactics: focused breast feeding education for Attending obstetricians and resident physicians, actively engage in the Maternity Care Coalition Doula training program, monthly review of progress and outcome data at departmental meetings, establish a quality dashboard for regular reporting, utilize the Temple University Hospital Nursing newsletter to communicate progress, unit based staff meetings, community lactation meetings, and Quarterly Health Center updates.

Outcomes:

- Expanded our community health worker role within the Temple obstetrics practice focused on assisting women with high probability of delivering a high-risk infant and pediatrics
- Implemented a comprehensive plan for increasing breastfeeding and attaining Baby Friendly Designation under our Kellogg Foundation grant which is a comprehensive program inclusive of lactation, care coordination and post-discharge follow-up
- Implemented an Infant Safe Sleep Program including a research study, patient and family education, and a "Baby Box".
- As a key strategy in improving compliance with prenatal care, implemented a comprehensive coordinated approach to Prenatal Care & education CoFective Prenatal education materials in all prenatal practices and inpatient settings.

- Collaborated with the team through our “EMPower Grant -Enhancing Maternity Practices - Breastfeeding” and Keystone 10 Initiative to support advancement of breast feeding education of patients, financial support for all phases of Baby Friendly Designation Application, and ongoing education of hospital personnel.
- Continued to expand our database to understand nutrition options in our community. Working with USDA Women, Infants & Children Food & Nutrition Program (WIC) and City Health Centers, Common Market, Farm-to families to improve access to nutritional foods and to educate families.
- Continued our smoking cessation awareness and education program. In partnership with City of Philadelphia, we are exploring a community resource access plan.
- Continued to strengthen our collaboration with the Maternity Care Coalition and Kellogg Foundation through their doula program.
- Continued our support of the City of Philadelphia MOM program, which connects mothers and babies from birth through age 5 with social, educational and healthcare support.

Conclusions/ Recommendations: The team continues to expand outreach and relationships in our community. This past year, the implementation of the Baby Box and associated research has expanded our relationships with various community partners including the Philadelphia Police Department and Philadelphia Fire Department.

Next Steps: These strategies will continue in the CHNA for Fiscal Year 2017. We have also developed a program called “Fourth Trimester” to extend relationships with families through the first year, our Baby Box initiative continues. Expansion of community partnerships is just an example of our goals.

Obesity and Overweight

Implementation Strategy Title: Improve general knowledge of healthy food choices, and identify resources to aid in nutrition education.

Strategy Team Lead: Elizabeth Craig, Chief Nurse Executive & Rose Nolan, Chief Operating Officer

Goal of the Strategy: Improve general knowledge of healthy food choices and identify resources to aid in nutrition education. Meet the goal of Health People 2020 to reduce adult obesity to 30.6%. Collaborate with community efforts focused on nutrition and weight management. Integrate nutrition education into all patient classes and group session (for example: preoperative joint replacement classes, transplant support groups). Include an educational program on nutrition and weight management as part of the patient education programming available through the internal TV programming at TUH. Collaborate with human resource programs at TUH to address employee obesity and provide nutritional education opportunities.

Summary of the Methods/Tactics Implemented: Implemented two community education programs related to nutrition (Diabetes, Oncology, etc.). Completed assessment of community resources and evaluated options for increasing availability of fresh produce. Established multiple collaborative relationships to create a broad reach and impact community. These included: City of Philadelphia, Department of Public Health, Common Market, Food Trust, etc. Internally, the Food and nutrition team established healthy menu choices in the hospital cafeteria; seasonal menu options, and participated in a Cafeteria Assessment by the Dept. of Public Health. The team identified healthy foods for both employees and visitors inside the hospital. The team organized a transformation of the department to meet all standards for Good Food, Healthy Hospitals. Lastly, the group implemented nutrition chapters for current patient education programs.

Outcomes: We actively participated in the *Good Food, Healthy Hospitals* initiative over the past two years and received acknowledgement by the City of Philadelphia for our commitment to improving nutrition in our hospital community. In addition, the team developed communications tools to reach all Temple Health and Temple University stakeholders regarding healthy food options including participation in the Common Market Food Share program.

Conclusions/Recommendations: The team will continue implementation strategies outlined above. The team will focus on advancing community partnerships and expand access via a farmer's market, *Philly Bucks*, and more.

Next Steps: These strategies will continue in the CHNA for Fiscal Year 2017.

Cardiovascular

Title: To improve heart and vascular health.

Strategy Team Lead: Karen Javie, Chief of Operations, Temple Heart and Vascular Institute

Goal: To improve the heart and vascular health of our communities by strengthening access to hospital and community-based services and building patient navigation services.

Summary of Tactics Implemented and Outcome:

- Establish a new mechanism to prevent exacerbation of heart failure and decrease heart failure readmissions community health workers were identified, hired and sent to homes to evaluate safety and stability of patients with heart failure.
 - Outcome: The Grand Aides program of community health workers based on a program established in Houston was started with the hiring and deployment of community health workers who use the CardioMEMS heart failure monitoring system from St. Jude Medical to monitor patients for progression of their heart failure and report to their caregiver.
- Improve access to fresh fruits and vegetables by partnering with existing companies that provide fresh fruit and vegetables.
 - Outcome: A partnership with Farm to Families was established to have heart failure patients gain access to fresh fruits and vegetables by preordering boxes from local farmers at a discounted rate.
- Create a community educational experience focusing on heart failure.
 - Outcome: Educational experiences providing knowledge to cardiology patients were established: a Heart Failure Support Group meeting quarterly, a Heart Failure Education Session for the Visiting Nurses Association, a pre-heart failure lecture for community health workers, cooking classes for heart failure patients, lectures about medications for heart failure patients and exercise education sessions for cardiology patients.
- Investigate LifeLine cardiovascular disease screening as a vehicle to provide services at a reduced cost to cardiology patients.
 - Outcome: Partnered with Lifeline Screening to provide reduced cost screenings in the following areas:
 - Carotid Artery Screening (Plaque) - Ultrasound evaluation of the carotid arteries that screens for buildup of fatty plaque - the leading cause of strokes, was performed for members of the Law Enforcement Health Benefits Community
 - Peripheral Arterial Disease Screening Uses ultrasound and blood pressure measurements to check for peripheral arterial disease (plaque build-up) in the lower extremities.
 - Abdominal Aortic Aneurysm Ultrasound is used to screen for the existence of an aneurysm (enlargement) in the abdominal aorta that could lead to a ruptured aortic artery.
 - Atrial Fibrillation a test using EKG electrodes placed on the arms and legs to identify the presence of an irregular heartbeat at the time of screening. Atrial fibrillation increases the risk of stroke by 5 times.

- Establish GoRed initiatives to provide women and minorities access to heart disease prevention and treatment.
 - Outcome: Established a support campaign identified as the Go Red North Philly Campaign, increasing awareness of heart disease as the number 1 health care threat for women. A Go Red North Philly Committee consisting of Temple Health care providers and employees who volunteer their time to the effort was established. Developed partnerships with APM and Norris Square to reach Latina Women and deliver heart health education in this target population. Developed a partnership with Triumph Baptist Church and were invited to develop heart health education content for African American Women in North Philadelphia for the North Philadelphia Health fair

Conclusions and Next Steps: We conclude that the North Philadelphia community is receptive to efforts to improve cardiovascular health by being welcoming of community health workers, and participating in educational efforts and screening programs. In fiscal year 2017 these programs will be continued and measurements of effectiveness such as reduced readmission rates established.

Gun Violence

Title: To strengthen awareness of gun violence

Strategy Team Leads: Scott Charles, Trauma Outreach Coordinator, Temple University Hospital Trauma Program and Amy Goldberg, M.D., Chair of Surgery Lewis Katz School of Medicine at Temple University and Chief of Surgery Temple University Hospital

Goal: Strengthen awareness of the dangers of gun violence to reduce hospitalizations, barriers to preventative health care, and to improve the quality of living in our underserved community

Summary of Tactics Implemented and Outcome:

Tactics for this fiscal year were designed to educate the Philadelphia community about the dangers of gun violence, how to respond to gunshot victim, promote the use of gun locks and to improve employment opportunities for victims of gun violence.

- Delivered our Cradle to Grave (C2G) program presentation to more than 1,200 Philadelphia residents, a significant number of whom were at-risk youth residing in North Philadelphia.
- C2G delivered a series of presentations modified for young offenders being detained at the Philadelphia Juvenile Justice Center. These presentations were given to more than 350 individuals through the facilities school program.
- Launched Project Fighting Chance, which uses volunteers from TUH's Trauma and Emergency Medicine departments to train community members to administer first aid in the wake of a shooting. To date, the project has trained more than 250 residents living in neighborhoods suffering high rates of gun violence.
- Created a free gun lock initiative called Safe Bet, which aims to reduce occurrences of unintentional firearm injuries among children. To date, approximately 2,000 gun locks have been distributed through this effort. Working in collaboration with SEPTA Police, more than 400 gun locks were distributed during a single giveaway at the Broad and Erie subway stop in North Philadelphia.
- Re-launched the Turning Point program, which connects gunshot victims with personal and education counseling, employment placement, and housing assistance in an effort to reduce the chance of retaliation and re-injury.

Conclusion and Next Step: We conclude that the North Philadelphia community is receptive to efforts to educate the public about the effects of gun violence. These efforts will continue into the next fiscal year.

Mental Health

Implementation Strategy Title: Plan to improve Access to Mental Health Resources

Strategy Team Lead: Doris Quiles, MSN, APRN, BC. Associate Hospital Director, Behavioral Health

Goal: Increase community knowledge of mental health resources and access to mental health care.

Summary of the Methods/Tactics Implemented:

The Temple University Health System Community Needs Assessment reflected that 24% of adults in the Temple service area have been diagnosed with a mental health condition and more than 34.1% of them were not receiving treatment. Community members cited a lack of knowledge of available resources, long wait lists for services, barriers to services, and inadequate services for the elderly suffering from depression. The Episcopal Campus of Temple University Hospital is the primary location for behavioral health services within the Temple University Health System. During the year this initiative addressed the need to provide the community with information related to Mental Health using a multifaceted approach of community education, updating and creation of mental health resource manuals, and working with families and staff.

Outcomes

- Updated the comprehensive resource for Behavioral Health resources on the Temple Intranet and assured access to all Temple Health System employees.
- Developed consumer version of behavioral health resource guide in English and Spanish and distributed over 3000 of them to patients and outside groups- we have them available in the Crisis Response Center, Social Service Office and online for all practices and clinics through IKON.
- Added Behavioral Health Resource Guide for consumers onto Temple Episcopal Website
- Added Network of Care for Behavioral Health Resource link onto the Temple Episcopal Website.
- Participated in orientation program for Temple University Hospital - Community Health Workers.
- Conducted ongoing meetings with community providers to discuss access to mental health care. 20 providers came to Temple Episcopal
- Updated the revised comprehensive resource manual on the Temple Intranet and assured access to all Temple Health System employees.
- Work with community behavioral health providers to provide education on mental health resources and depression screenings during community health fairs, Senior Expo's, on Mental Health Resources. Participated in three community health fairs serving 600 community members.
- Conducted monthly family advisory and support groups to educate family members on resources available in the community.

Conclusions/ Recommendations:

During this 12 month period we met our goals of creating and providing resource material to consumers and families and staff. The material will continue to be updated on as needed. Much of the costs for guidebook development and provision of training was absorbed within our operating budgets since we used existing staff. The costs of developing and printing the resource manuals and giveaways for the health fairs were approximately \$7,000. The cost of conducting the advisory and support groups was an additional \$5,000. These efforts will continue.

Next Steps:

In the next fiscal year we will be changing our focus from education to expansion of services. This will help us better address identified community health needs and provide a better continuum of care for those impacted by substance abuse.

Cultural Competence

Title: Strength Practices for improving culturally competent care

Strategy Team Lead: Angel Pagan, Director Linguistics and Cultural Care, Temple University Hospital

Goal: To provide staff and physicians of Temple University Hospital with education and resources to deliver culturally competent care.

Summary of Tactics Implemented and Outcome:

- Provide a Cultural Competence in Healthcare Symposium with speakers and workshops to Temple Health facilities on providing culturally competent care to the Arab community.
 - Outcome: 135 staff and physicians from Temple University Hospital participated in the May 3, 2016 symposium about health disparities among Arabs. The program featured keynote speaker Dr. Abdullah Al-Osaimi as well as morning and afternoon breakout lecture and discussion sessions including one from the Philadelphia International Medicine Group.
- Provide free language assistance needs to non-English speaking patients and deaf patients.
 - Outcome: 72,541 patient interpretation encounters were performed in FY '16.
- Provide language access education to Temple University Hospital staff, physicians, residents, Temple School of Pharmacy students and Lewis Katz School of Medicine students
 - Outcome: A series of educational sessions were performed that served 109 participants.

Conclusions/ Recommendations:

We conclude that the Temple University Hospital community is receptive to educational programs designed to improve their ability to serve North Philadelphia's diverse population.

Next Steps:

We will continue to strengthen practices for culturally competent care as part of our goal of improving the health of the diverse communities we serve.