

TEMPLE UNIVERSITY HOSPITAL – JEANES CAMPUS

Community Health Needs Assessment Implementation Plan FY20 Progress Report



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BACKGROUND ON TEMPLE UNIVERSITY HOSPITAL - JEANES CAMPUS

During Fiscal Year 2020 (FY20), Jeanes Hospital came under the license of Temple University Hospital, renaming the hospital: Temple University Hospital - Jeanes Campus. Our Jeanes Campus continues to serve as an essential provider of healthcare services for those in need combining the compassionate nature of a Quaker founded community hospital with the advanced capabilities of an academic medical center. Since the former Jeanes Hospital's 2019-2022 Community Health Needs Assessment (CHNA) Implementation Plan was developed prior to it coming under the Temple University Hospital license, we will continue to release separate annual CHNA implementation plan progress reports for our Jeanes Campus until the most recent CHNA three (3) year cycle ends in 2022.

PLAN TO ADDRESS CHRONIC DISEASE MANAGEMENT

Plan Objective: Temple University Hospital - Jeanes Campus (Jeanes) will provide health education and screening programs through a variety of venues to promote the optimal health and wellness of our local community.

Goals:

- Educate community on the prevention and management of chronic diseases
- Partner with clinicians and staff to provide educational programs to help our community optimally manage their health conditions
- Heighten community awareness on the importance of wellness and health screenings to prevent chronic disease
- Expand the ability to continue treatment beyond hospitalization by increasing follow-up appointments to help ease barriers to access

Metrics:

- Number of community outreach events and screening programs in which Jeanes participates and number of attendees
- Number of patients who connect to follow up health services
- Number of patients re-admitted to Jeanes
- Measure number of Continuing Medical Education programs offered to medical staff

- Executive sponsors
 - Chief Medical Officer, TUH Jeanes Rebecca Armbruster, DO
 - Chief Nursing Officer, TUH Jeanes Denise Frasca
- Team members
 - Director of Volunteer Services, TUH Jeanes Rosemarie Schlegel
 - Director of Rehabilitation Services, TUH Jeanes- Denise Nawalany
 - Nutrition and Food Services Director, TUH Jeanes Nancy Baumann
 - Clinical Manager of Nutrition and Food Services, TUH Jeanes Kara Stromberg
 - Community Outreach Coordinator, TUH Jeanes Barbara Buford
 - Care Management Director, TUH Jeanes Debra Valentine
 - Transitional Care Coordinator, Care Management, TUH Jeanes Cecelia McGinley
 - Senior Director of Business Development, TUH Jeanes Lisa Donnelly
 - TUH Jeanes Executive Leadership
 - TUH Jeanes Medical and Hospital Staff
 - TUH Jeanes Clinical Service Lines
 - Anna T. Jeanes Foundation
 - TUH Jeanes Community Advisory Board
- Health System Partners
 - VP, Operations, TUH Episcopal Campus LuAnn Kline

- VP, Operations, Temple Physicians Incorporated Renee Reedman
- Marketing Manager, TUHS Amanda Snider

Jeanes provided healthcare educational and screening programs through multiple venues including the Jeanes *Community Classroom* program. We participated in local community outreach events to promote health and wellness encouraging community participation in health-promoting events and activities. No place was this more apparent than at the annual on-campus Senior Health & Wellness Fair where we provided screenings, healthcare education including the health habits of balanced nutrition, cooking tips, recipes, healthy snacks and healthy living suggestions. In total **13,362** people participated in the following events:

Date	Event	Attendants
7/2019 - 6/2020	Farm Stand at TUH – Jeanes Sponsored by TUH – JH Auxiliary	1,360
7/2019 - 8/2019	School Supply Collection for Interfaith Hospitality Network	40
7/28/2019	Health Fair - Seventh Day Adventists Church	150
7/29/2019	Community Classroom – Better Breathers/Sleep Apnea	5
8/14/2019	Jeanes - American Red Cross Blood Drive	30
8/26/2019	Community Classroom - Better Breathers/Pulmonary Rehab	8
9/08/2019	13th Annual Rockledge Fall Festival	5000
9/12/2019	Anna T. Jeanes Historical Marker Dedication	150
9/21/2019	Senior Health Fair – Representative Solomon at St. Williams Church	125
9/23/2019	Community Classroom – Better Breathers/Diabetes	4
9/24/2019	Community Classroom – Retinal Diseases of the Eye	80
10/3/2019	Community Classroom – Pain or Numbness in Wrists and Hands	60
10/3/2019	Senior Expo – Senator Tartaglione at Lawncrest Recreation Center	200
10/5/2019	Wellness Fair – Steamfitter's Local	125
10/11/2019	Senior Expo – Senator Sabatina at National Guard Armory	1000
10/14/2019	Jeanes - American Red Cross Blood Drive	22
10/15/2019	Community Classroom – Exploring Hearing Loss and Brain Health	63
10/21/2019	Community Classroom - Gluten Free Living	44
10/24/2019	Community Classroom - The Eyes Say It All	29
10/29/2019	Community Classroom – My Feet Hurt, Now What?	69
10/30/2019	Senior Health Expo – City Councilman at large Al Taubenberger	250
11/7/2019	Senior Health and Wellness Fair – TUH – Jeanes 5th Annual	350
11/13/2019	Community Classroom – Minimally Invasive Total Hip Replacement	20
11/18/2019	Community Classroom – Nutrition and Cancer	52
11/25/2019	Community Classroom – Better Breathers Support Group	6
11/2019 - 6/2020	Clothing and Food Drives	170
12/21/2019	Service of the Longest Night	13
1/1/2020	Community Grant Program – Anna T. Jeanes Foundation	2473

1/22/2020	Jeanes - American Red Cross Blood drive	32
2/2020	Fair Hill Neighborhood Book Collection	300
4/2020 - 5/2020	Food Donation Drive for N. Philadelphia Neighbors during Pandemic	:150
5/11/2020	Community Classroom – Facebook Live – Staying C.A.L.M.	66
	in Pandemic	
6/2020	Glucose/Cholesterol Screening Vouchers	1
7/2019 - 6/2020	Bereavement Support Group	215
	TOTAL	12 262
	TOTAL	13,362

A continued focus for Jeanes is the provision of healthcare education through the Jeanes *Joint Education Classes*. Local participants came to learn more about this option to regain mobility. Our multidisciplinary team provided 17 classes total (twice a month offering day and evening options) to a total of 53 participants. We are now combining the content of these classes with our Temple University Hospital – Main Campus colleagues to offer a virtual option while in-person classes have been restricted due to the COVID-19 pandemic.

We committed to educating our community and our providers on the prevention and management of chronic diseases, specifically diabetes. Our neighbors were involved in healthcare education programs through the *Temple Diabetes Program* including:

- The Temple Diabetes Program (TDP) held Diabetes Self-Management Education (DSME) classes twice at Salus University's The Eye Institute. These were free classes open to the public taught by a certified diabetes educator (CDE). The classes included a total of 10 sessions and provided interactive activities and free educational handouts. Community members who attended all classes documented a 32% improvement in self-care behaviors and a 46% decrease in problem areas in diabetes care.
- Once quarterly a CDE presented to DPP classes on basic nutrition concepts and fielded questions on weight loss and diet to prevent diabetes.
- A CDE held a nursing inpatient training for Temple nurses on DSME.
- The TDP held *DSME* group classes at TUH Main, Jeanes, and NACC up until March 2020 due to the public health emergency. Those participants who attend all classes of the English speaking curriculum documented an average a1c reduction of 1.5%. In the Spanish speaking class participants documented an average reduction in a1c of 0.8%.
- CDE's are now offering services at three TPI offices once per week.
- CDE's are all certified trainers for all insulin pumps and continuous glucose monitors
- Currently the program is offering individual telehealth sessions. Since incorporating telehealth services the program has seen the no show rate drop from 30% to 16%. Through telehealth services we have seen a 25% increase in male participants, 25% increase in younger participants (54 years of age and younger), and a large increase in languages other than English and Spanish.
- Jeanes *DSME* classes were held once per month for a total of 8 months in FY20.
- ullet A CDE presented to the Jeanes DPP twice in the last fiscal year.

Our physicians participated in *Diabetes 2019: New Studies, New Treatment Paradigms, New Technology* (Temple Physicians Incorporated Symposium - October 25, 2019) held on campus. Faculty that presented include:

Jonathan R. Anolik, MD, Associate Professor of Clinical Medicine, Lewis Katz School of Medicine at Temple University Amy Iwamaye, MD, Associate Professor of Clinical Medicine, Lewis Katz School of Medicine at Temple University Kevin Jon Williams, MD, Professor of Medicine, Professor of Physiology, Lewis Katz School of Medicine at Temple University Ronni Whyte, MS, BSN, RN, Director, Population Health Edoris Lomax; CHW&DPP Coordinator, Temple Center for Population Health Number of participants: 29

Our 2019 CHNA again showed obesity and overweight BMI as a chronic disease in our community. We provided healthcare educational programs through the Jeanes *Bariatric Seminars*. The 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 has garnered increased attendance by community members interested in learning more about options for weight management. This year we offered 17 Bariatric Seminars with a total attendance of 268 participants. These programs are now being offered on our Jeanes website so that our community can access this seminar online from the comfort and safety of their homes.

We broadened our community education and outreach programs focused on healthy nutrition and weight management by identifying opp ortunities to share nutrition education / health information. The provision of the Jeanes *Farm Stand* on site makes locally grown fresh vegetables and fruits available to employees and the community. Weekly operation (last April to November) of the Jeanes *Farm Stand* on campus made fresh produce available to an estimated 1,360 employees, visitors and community members. Providing access to fresh fruits and vegetables in this convenient outdoor setting made it very accessible for the community. Jeanes *Farm Stand* is made possible by a collaboration of the TUH - Jeanes Auxiliary and The Common Market.

We encouraged healthy food choices for employees, patients, visitors and community by 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). To meet the standards and criteria in the Good Food Healthy Hospital Initiative we:

- Purchased Food & Beverages Changes: Increase in overall water sales, installation of refrigerator dedicated to water only. Reorganized beverage refrigerators to promote healthy options through placement (healthy items positioned at eye-level).
- Patient Meals: inserted indicators to identify healthy menu choices offering at least one raw, salad-type veg and at least one steamed, baked, or grilled vegetable at lunch and dinner. All soups meet sodium standard (<480 mg sodium /80z serving).
- Cafeteria Meals: all pasta used is whole grain on salad bar. Most soups meeting sodium standard (≤ 480 mg/80z serving). We offering healthy options at cash register and a healthy meal deal (½ sandwich & soup) posting nutritional Information to lend better choices.

Jeanes Community Advisory Board provided grants to local food pantries/services to further their missions of providing nutritious foods to those experiencing food insecurity.

Jeanes Transitional Care Coordinator oversees the transition of care program at Jeanes. The Transitional Care Coordinator assists in the coordination of the Temple Post-Acute Care (PAC) Skilled Nursing Facility (SNF) and Home Health Agency (HHA) Collaborative. This important work supports patient transition from hospital to SNF and SNF to home. The "Collaborative" builds important relationships with the local SNFs and HHAs in the area. The "Collaborative" based on a SNF and HHA High Performing Network is dedicated to ensuring quality care, minimizing readmissions and a safe transition to home. As an outcome of this work, Jeanes readmissions were 11% of total admissions for fiscal year 2020.

Next Steps:

We will continue to encourage community, staff, volunteers and visitors to take advantage of on-campus education, nutrition and wellness offerings. We are strengthening promotion of the Jeanes Farm Stand providing easy access to fresh produce and will continue working closely with our nutrition experts to circulate the easy to follow recipes that incorporate fresh fruits and vegetables. We will continue to encourage use of the Jeanes Walking Trail and Fitness Equipment. By participating in local community outreach events to promote health and wellness and encouraging community participation in health promoting events and activities we aim to continue to make a difference in the management of chronic diseases.

PLAN TO ADDRESS ACCESS TO HEALTHCARE

Plan Objective: Temple University Hospital - Jeanes Campus (Jeanes) will provide and assist with navigation to access to a variety of primary care and clinical specialists to promote the optimal health and wellness of our local community.

Goals:

- Partner with clinicians and staff to provide access to healthcare services to meet the needs of our community.
- Heighten community awareness of Temple Health clinical services and health screenings.
- Partner with Linguistic Services at Temple Health to ease barriers to access.
- Expand the ability to continue treatment beyond the hospital. Jeanes will aim to increase appointment availability to help ease barriers to access.
- Connect patients with financial counselors during hospitalization to discuss insurance and learn more about available options and resources.

Metrics:

- Measure number of patients who connect to follow up health services after discharge
- Measure number of patients going directly to other Temple entities/programs for further treatment
- Measure number of Continuing Medical Education programs offered to medical staff
- Monitor appointment availability in key clinical practices and departments

- Executive sponsors
 - Chief Medical Officer, TUH Jeanes Rebecca Armbruster, DO
 - Chief Nursing Officer, TUH Jeanes Denise Frasca
- Team members
 - Care Management Director, TUH Jeanes, Debra Valentine
 - Transitional Care Coordinator, TUH Jeanes Cecelia McGinley
 - Senior Director of Business Development, TUH Jeanes Lisa Donnelly
 - TUH Jeanes Executive Leadership
 - TUH Jeanes Medical and Hospital Staff
 - TUH Jeanes Clinical Service Lines
- Health System Partners
 - VP, Operations, Temple Physicians Incorporated Renee Reedman
 - COO, Temple Faculty Practice Plan Lisa Fino
 - Director, Temple Access Center Joseph Alfonsi
 - TUHS Financial Counselors

Jeanes shared information and provided opportunities for health screening by incorporating screenings into Jeanes *Community Classroom* education programs. Jeanes presented and/or participated in the aforementioned community education and screening events.

We held the Jeanes Fifth Annual Senior Health & Wellness Fair on 11/7/19 where 350 attendees participated in:

- Blood pressure screening
- Stroke screening
- Medication interaction screening
- Hearing screening
- Vision screening
- Glucose and cholesterol screening voucher offered

We collaborated with our partners at Fox Chase Cancer Centerto increase compliance with cancer related screenings.

We provided outreach assistance from TUHS financial counselors to assist our community members in connecting with available insurance options and resources.

The hospital setting is often where patients and families first recognize the need for ongoing medical and mental health services. To meet this need, the Jeanes Care Management department has built relationships, forged informal partnerships and collaborated with multiple post-acute providers and outpatient community resources to provide opportunities to expand and offer services past the walls of the hospital.

A Community Health Worker (CHW) contacts all patients discharged to home to ensure they have a follow-up physician appointment, are able to obtain medications and have the services needed for successful re-entry into the community. If they do not have a physician, the CHW will support the patient to locate a PCP and a follow-up appointment ensuring access to quality care for patients who come to our campus. In addition, the CHW provides community resources including referrals to food banks and transportation which provides patients access to food and enables access to medical care, respectively.

Through ongoing efforts, the Jeanes team has been able to assist patients and their family members identify primary care physicians, specialists and other follow-up providers and community resources to ensure a safe transition to the next level of care, home and/or community setting. These efforts allow patients access to medical and behavioral health care required to remain independent in their homes and community.

Jeanes physicians participated in *Language Line Interpreter Services* (Medicine Grand Rounds - October 23, 2019) presented on campus. Faculty included:

Angel L. Pagan, MSM, Director, Linguistic/Cultural Services, Temple University Hospital Number of participants: 5

Jeanes has monitored availability for new patient non-urgent appointments in key clinical practices/departments including:

- Bariatrics
- Cardiology
- Diagnostic Imaging
 - X-ray
 - CT scan
 - MRI
 - US
- Endocrinology
- ENT
- General Surgery
- Gynecology
- Neurology
- Ophthalmology
- Orthopedics
- Primary Care
- Vascular

We are working individually with each department to enhance access.

Next Steps:

Jeanes remains committed to helping patients gain access to healthcare services, screenings and providers. By connecting patients with financial counselors during their hospitalization they can discuss insurance and learn more about available options and resources. We have partnered with our departments and medical staff to provide access to clinical appointments and services. Jeanes will continue to focus efforts to heighten community awareness of Temple Health clinical services and capabilities. We will continue to work with Linguistic Services to ease language barriers. We are striving to expand our patients' ability to continue treatmenthere on campus and aim to increase appointment availability to help ease barriers to access.

PLAN TO ADDRESS MENTAL HEALTH ACCESS & EDUCATION

Plan Objectives: Temple University Hospital - Jeanes Campus (Jeanes) will provide mental health assessment, treatment and direct referral to the next level of care via a dedicated network of health system and community providers. Care will be delivered by all providers in the network using evidenced based treatment

Goals:

- Enhance onsite capabilities to assess and care for patients experiencing mental health issues during hospitalization.
- Expand ability to continue treatment beyond Jeanes. We will aim to increase linkage rates to next levels of care with a warm handoff. These enhanced linkages will help ease barriers to access.

Metrics:

- Measure number of patients who connect to mental health services
- Measure number of patients transferred from Jeanes to TUH Episcopal's Crisis Response Center
- Measure participation in Bereavement Support Group facilitated by Hospital Chaplain

- Executive sponsors
 - Chief Medical Officer, TUH Jeanes Hospital Rebecca Armbruster, D.O.
 - Chief Nursing Officer, TUH Jeanes Hospital Denise Frasca
- Team members
 - Care Management Director, TUH Jeanes Hospital Debra Valentine
 - Attending Psychiatrist, TUH Jeanes Hospital Jahaira Lopez, M.D.
 - Senior Director of Business Development, TUH Jeanes Lisa Donnelly
 - Jeanes Hospital Executive Leadership
 - Jeanes Hospital Medical and Hospital Staff
- Health System Partners from Episcopal Campus
 - Director of Behavioral Health, TUH Episcopal Campus LJ Rasi
 - Chair and Chief Medical Officer, TUH Episcopal Campus, William R. Dubin, M.D.
 - Vice President Chief Nursing Officer, TUH Episcopal Campus Yasser Al-Khatib, RN, BSN

We have collaborated with colleagues at TUH - Episcopal Campus to develop care pathways and are now measuring door-to-door linkages from Jeanes to TUH - Episcopal's Crisis Response Center. Patients who are in need of acute psychiatric intervention are screened in the ED or Inpatient unit and transferred from Jeanes to TUH - Episcopal Campus Crisis Response Center (CRC) and/or Friends Hospital CRC. There have been 117 transfers from Jeanes to Episcopal CRC and 11 transfers from Jeanes to Friends Hospital CRC in FY 2020. The 24-hour psychiatric emergency service allows individuals experiencing behavioral health crises to receive evaluation, treatment and referrals for additional outpatient and inpatient mental health care.

We have worked collaboratively with our colleagues at TUH - Episcopal, CORA and Aldersgate to improve access to mental health resources to respond to patients who manifest signs of mental/emotional distress.

Our Hospital Chaplain facilitates a bi-weekly Bereavement Support Group. For the first part of the year this was done in-person every other Saturday and during the COVID 19 pandemic has been moved to a virtual meeting format. A total of 215 participants have attended throughout the course of the year.

Next Steps:

Jeanes is committed to improving access to mental health resources for the community we serve. We strive to make a difference by connecting people with resources and support. The management of those struggling with emotional distress and mental health issues is a recognized challenge for our community. We will continue to focus efforts addressing education and access to mental health resources.

PLAN TO ADDRESS SUBSTANCE USE DISORDER TREATMENT & EDUCATION

Plan Objectives: Temple University Hospital - Jeanes Campus (Jeanes) will provide patients with Substance Use Disorder (SUD) assessment, treatment, education and direct referral to the next level of care via a dedicated network of health system and community providers. Care will be delivered by all providers in the network using evidenced based treatment.

Goals:

- Establish multidisciplinary "Addiction Response Advisory Committee" to respond to the care, management and transition of our patients with SUD.
- Collaborate with Temple Health colleagues to enhance onsite capabilities to assess and care for patients with SUD
- Work with Temple Health to establish Certified Recovery Specialist support onsite at Jeanes
- Expand the ability to enter/continue treatment beyond the hospital. Jeanes will aim to increase its linkage rates to next le vels of care by being part of the "Temple Substance Use Disorder Warm Handoff Collaborative"

Metrics:

- Measure number of providers who have undergone specific training for medication assisted therapies for SUD
- Measure number of patients who connect to SUD treatment programs
- Measure number of Continuing Medical Education programs offered to medical staff

- Executive sponsors
 - Chief Medical Officer, TUH Jeanes Rebecca Armbruster, D.O.
 - Chief Nursing Officer, TUH Jeanes Denise Frasca
- Team members
 - Performance Improvement Manager, TUH Jeanes Catherine Huck
 - TUH Jeanes IHP Hospitalists William Vemula, M.D.
 - Care Management Director, TUH Jeanes Hospital Debra Valentine
 - Senior Director of Business Development, TUH Jeanes Lisa Donnelly
 - TUH Jeanes Executive Leadership
 - TUH Jeanes Medical and Hospital Staff
 - TUH Jeanes Emergency Department
- Health System Partners from Temple University Hospital
 - Project Manager, Temple Center for Population Health, TUHS Patrick Vulgamore
 - Temple Recovery Using Scientific Treatment (TRUST) Clinic Center Team

Jeanes partnered with The Council of Southeast Pennsylvania *ROSE* program effective November 2019. The Council of Southeast Pennsylvania, Inc. is a non-profit drug and alcohol support services agency. As part of their many services, the *ROSE* program provides Certified Recovery Specialists (CRS) who meet patients in the hospital setting who may benefit from recovery support services. The CRS serves as a role model, mentor, advocate and motivator to recovering individuals in order to help prevent relapse and promote long-term recovery. The CRS will develop peer relationships and have an understanding and respect for each patients' unique path to recovery. Typically, the CRS works on-site to assist with identified emergency or crisis situations and facilitates access to appropriate resources, negotiating and connecting individuals with resources. The CRS actively identifies support linkages to community resources that support the recovering person's goals and interests. A certified recovery specialist was hired to provide both onsite and virtual counseling and intervention to Emergency Department and Admitted patients. Referrals can be made by any member of the care team and this service has proved invaluable for both patients and staff.

With the CRS this past year, we have expanded the ability to continue treatment beyond Jeanes. We have improved linkage rates to next levels of care by expanding our knowledge of community resources available to patients and by providing a warm handoff to the next level of care which are key to the success of the program. These enhanced linkages are helping to ease barriers to access.

At the inception of the program at Jeanes, there was one CRS, one day a week from November to February after which the coverage became full-time. In March, the ROSE CRS supported patients telephonically due to the COVID 19 pandemic. The ROSE CRS returned full-time in June 2020. Our CRS is currently mentoring her replacement who will enable us to expand hours of coverage for the hospital. Since the initiation of the program, the ROSE CRS specialists have assisted 99 individuals in the road to recovery while at Jeanes.

We worked collaboratively with our colleagues at TUH - Episcopal Campus to develop treatment pathways for SUD with a focus on appropriate initial therapy as well as discharge prescribing of buprenorphine to prevent withdrawal while the patient is awaiting next level of c are placement.

 $Based \, on \, feedback \, from \, both \, physician \, and \, nursing \, staff, \, educational \, programs \, were \, developed \, and \, presented \, in \, colla \, boration \, with \, the \, \textit{ROSE Program} \, and \, the \, addictions \, specialists \, from \, the \, TUH \, faculty.$

Jeanes IHP hospitalist group is actively working to get all providers MAT / X-waivered.

Jeanes also partnered this year with CORA and Aldersgate for drug/alcohol prevention and counseling for adolescents.

Jeanes offered Continuing Medical Education physician education on Opioid Use Disorder including:

Best Practice Treatment of Opioid Use Disorder (Symposium - December 12, 2019)

Faculty:

Patrick Vulgamore, Project Manager, TUHS
Pamela Vazquez, CRS, TUH Main/Episcopal
Joseph D'Orazio, MD, Emergency Department, TUH Main/Episcopal, TRUST Clinic
David O'Gurek, MD, Family Medicine, TFPP, TRUST Clinic
Danny Rivera, Drug/Alcohol Clinical Supervisor, CRC/Episcopal

Number of participants: 42

Next Steps:

The management of those struggling with opioid addiction is a recognized challenge for our community with far-reaching detrimental consequences. We will continue to focus efforts addressing the dangers of substance abuse and addiction. We are developing new strategies to support our community. By engaging our community both internally and externally we aspire to heighten addiction awareness and encourage those with OUD to allow us to help to connect them with local treatment experts, resources and support.