



# JEANES HOSPITAL

Community Health Needs Assessment  
Implementation Plan  
FY19 Progress Report

## CONTENTS

---

<b>Plan to Address Dangers of Obesity .....</b>	<b>2</b>
<b>Plan to Strengthen Engagement in Health Promoting Activities .....</b>	<b>6</b>
<b>Plan to Strengthen Practices for Culturally Competent Care .....</b>	<b>10</b>
<b>Plan to Improve Access to Mental Health Resources .....</b>	<b>13</b>
<b>Plan to Improve Chronic Disease Management .....</b>	<b>15</b>

## PLAN TO ADDRESS DANGERS OF OBESITY

---

**Description:** Address dangers of obesity and overweight BMI. Continue to utilize and develop new strategies to support healthy nutritional practices in our community.

**Strategy Team Leads:**

- *Director, Foods/Nutrition* - Nancy Baumann
- *Manager, Continuing Medical Education, Jeanes/Foxchase* - Lucia Tono
- *Community Outreach Coordinator* - Barbara Buford
- *Clinical Manager, Nutrition/Food Services* - Kara Stromberg Jeanes
- *Human Resources Business Partner, Jeanes/Foxchase* - Marie Gardner

**Goal 1:** Collaborate and expand the Jeanes Hospital (Jeanes) *Community Education Program* 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:**
  - Presentations on Healthy Nutrition and Weight Management educational programs have been well-received by the Jeanes community.
  - 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.
  - Coordination of annual on-campus Health & Wellness Fairs providing education on nutrition, cooking tips, recipes, healthy snacks and healthy living suggestions.
- **Tactic:**
  - Expansion of current healthy eating programming of the Jeanes *Community Classroom*.
- **Outcomes:**
  - 8/23/18 The Dietitian's List of Food and Health Tips You Can Safely Ignore. Number of attendants – 28
  - 9/27/18 Nutrition and Healthy Aging. Number of attendants – 70
  - 10/25/18 What Can I Do to Improve My Heart Health? Number of attendants – 40
  - 11/8/18 Senior Health & Wellness Fair featured nutrition table lead by Registered Dietitian
  - 2/28/19 The Plaza Apartments, Jenkintown – Golden Years Senior Group. Building a Healthy Plate: Portions for YOU. Number of attendants – 19

- 4/9/19 Building a Healthy Plate: Portions for YOU. Number of attendants – 44
  - Jeanes has presented 11 nutrition education classes to 582 seniors and community members over the course of the past 3 years.
- **Next Steps:** Jeanes 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.

**Goal 2:** Provide Temple University Hospital (TUHS)/Jeanes 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 *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 *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 was key to the success of this priority area. Since the inception of the *Farm Stand* in 2014, we have distributed ≥ 18,500 pounds of local and sustainable produce
  - Continuation of support for the Jeanes Hospital *Farm Stand* which is made possible by a collaboration of the Jeanes Auxiliary and The Common Market.
  - Promotion of nutrition information at the Jeanes *Farm Stand* for further education including a variety of printed recipes and cooking techniques.
- **Tactic:**
  - Identification of optimal route of disseminating information
  - Educate clinical teams on the use and nutrition education benefits of the Nutrition Care Manual that is currently available on all clinical computers.
  - Participate in monthly nursing meetings to provide nutrition education, updates, and resources.
  - Creation of a “Nutrition Tips and Information” table led by the Nutrition Department to be featured weekly on Wellness Wednesdays. The table will be located in the Jeanes cafeteria from 11:30-2:00pm and will display several handouts and tips for maintaining a healthy lifestyle. Table will have a suggestion box for “Ask the Dietitian” for staff’s personal nutrition questions which will be answered privately.
- **Outcomes:**
  - Kick off 3/21/19 of *Wellness Wednesdays*, a weekly offering with day geared towards overall wellness and wellbeing. Daily E-newsletter included a “tip of the week” as well as information on the nutrition table and cafeteria wellness projects.
  - Implementation of a dietitian-created recipe into cafeteria menus to increase healthy cooking awareness

- Registered Dietitians assisted in meal creation, advertising, and nutrition content
  - Meals included featured farm-stand foods as able
  - “Ask the Dietician” suggestion box program implemented with positive interactions reported.
- **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 as many staff members live in the community.
      - Daily intra-company email *E-News Daily*.
      - Poster advertisements to be located in well-trafficked hospital areas including cafeteria, lobby, and elevators.
  - **Outcomes:**
    - Jeanes and Fox Chase employees lost 1180.38 lbs.in FY19 with *Weight Watchers at Work Program* lost 1180.38 lbs. this year with *Weight Watchers at Work Program*.
    - Expansion to a second Weight Watchers session due to overwhelming response.
    - Increased promotion of biometric screening incentives offered by Human Resources.
    - Continued encouraged use of the Jeanes Walking Trail and Fitness Equipment.
  - **Next Steps:** Continue to encourage employees to take advantage of on-campus nutrition and wellness offerings. Our collaboration with the Human Resources continues to bring wellness programs to campus. 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.

**Goal 3:** Encourage healthy food choices for 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:**
  - The City of Philadelphia, Department of Health’ *Good Food, and Healthy Hospitals* (GFHH) team recognized Jeanes for achieving and maintaining GFHH standards and for innovative approaches in patient meals and staff wellness throughout the hospital. Get Healthy Philly, The Common Market, and the American Heart Association congratulated Jeanes for being a critical partner in this citywide network of Philadelphia hospitals striving to increase on-campus offerings of nutritious, locally-sourced foods.
  - Jeanes received recognition from the Director of the Division of Chronic Disease Prevention – Get Healthy Philly regarding the institution’s achieving and maintaining food and beverage standards and for innovative approaches to patient and staff wellness.
- **Tactics:**
  - Provision of nutritional information at the time of food service to lend an opportunity to making healthier choices.

- Meeting the standards and criteria in the Good Food Healthy Hospital Initiative:
  - 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 veg at lunch and dinner.
    - All soups meet sodium standard ( $\leq 480$ mg sodium /8oz serv.)
  - Cafeteria Meals: all pasta used is whole grain on salad bar
    - Most soups meeting sodium standard ( $\leq 480$ mg/8oz serv)
    - Offering healthy options at cash register
    - Offering healthy meal deal ( ½ sandwich & soup)
    - Added fresh fruit to go and roasted vegetables daily
    - Post Nutritional Information to lend better choices
  - Innovations: Farm Stand (preceded GFHH) continues to be successful –expanded space allotment
    - Growing herbs and tomatoes and using items in retail menus
    - Display Cooking – Action Station Specials
- **Outcomes:**
  - During the past 3 years Jeanes has coordinated 4 on-campus Health & Wellness Fairs to over 1,200 attendees. Provided education on nutrition, cooking tips, recipes, healthy snacks and healthy living suggestions.
  - Jeanes has presented 11 nutrition education classes to 582 seniors and community members over the course of the past 3 years.
  - The Jeanes Community Advisory Board provided \$10,000 in grants to 8 local food pantries/services to further their missions of providing nutritious foods to those experiencing food insecurity.
  - Participated in the *Good Food, Healthy Hospitals* project to have hospital’s cafeteria and menu offerings comply with the program’s initiatives.
  - Operated a weekly Farm Stand (April-November) on campus making locally grown fresh fruits and vegetables available to employees, visitors and community members.
  - *Wellness Wednesdays* were created to incorporate fresh produce offered at the Farm Stand into developed wellness recipes that were featured at lunchtime for people to learn, taste and connect with educational nutrition information.
  - Recipe cards were developed by the staff dieticians that relate the steps of creating wellness dishes and highlighted the positive nutritional benefit.
  - Offered weekly “Ask the Dietician” sessions which allowed individuals to seek information specific to their nutrition questions
  - The Common Market (Mid-Atlantic) reports the yearly impact of the Jeanes *Farm Stand* as:
    - 26 Local Farms Supported
    - 983 Farm Jobs Supported
    - 11319 Acres of Sustainable Family Farmland Supported
    - 5915 Pounds of Local Food Purchased
- **Next Steps:** We have made an organizational commitment to again support the Jeanes *Farm Stand* to facilitate making locally grown fresh vegetables and fruits available to the community and employees

## PLAN TO STRENGTHEN ENGAGEMENT IN HEALTH PROMOTING ACTIVITIES

---

**Description:** Increase community awareness of and engagement in health promoting practices in the following areas: health screenings, activity and exercise, and smoking cessation.

**Strategy Team Leads:**

- *Community Outreach Coordinator* - Barbara Buford
- *Director, Volunteer Services* - Rosemarie Schlegel
- *Coordinator, Performance Improvement* - Kristen Smith

**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 Jeanes Hospital (Jeanes) *Community Classroom* education programs
  - Continuation of Jeanes Annual Senior Health and Wellness Fair.
  - Collaboration with Fox Chase Cancer Center to increase compliance with cancer related screenings.
  - Creation of guidelines for those who participate in blood pressure screening who exhibit abnormal values.
  - Provide patients the opportunity to register for the PA Free Quitline.
- **Outcomes:**
  - Jeanes Orthopedic Service Line members presented bi-monthly Joint-Replacement Surgery information / education classes (both day and evening offerings).
  - Jeanes presented and or participated in the following community events:
    - Fox Chase National Night Out – 8/7/18 – 750 attendees
    - Representative Madeleine Dean’s Senior Expo – 9/12/18 – 350 attendees
    - 12<sup>th</sup> Annual Rockledge Fall Festival and Care Show – 9/16/18
    - St. John’s Church Feast of Justice Wellness Fair – 9/28/18 – 50 attendees
    - Philadelphia Interfaith Hospitality Network’s Empty Plate Dinner Event – 3/30/19 – 325 attendees
    - Rep. Kevin Boyle’s Senior Fair – 5/17/19 – 300 attendees
    - Philadelphia Protestant Home’s 8<sup>th</sup> Annual Wellness Symposium – 6/7/19 – 350 attendees
    - Congressman Brendon Boyle’s Senior Expo – 6/15/19 – 500 attendees
    - Hearing Screening – 5/23/19 – 20 participants screened
  - Jeanes *Community Classroom* programs included:
    - First Aide and Compression Only CPR – 9/27/18 – 25 attendees

- Nutrition and Healthy Again 9/27/18 – 70 attendees
  - Better Breathers – 9/28/19 – 9 attendees
  - Oh, My Aching Back – 10/11/18 – 28 attendees
  - Macular Degeneration – 10/16/18 – 51 attendees
  - What Can I Do to Improve My Heart Health? – 10/25/19 – 40 attendees
  - Better Breathers – 10/26/18 – 11 attendees
  - Living with Arthritis Made Easier – 11/1/18 – 65 attendees
  - Why, When and How to Prepare a Living Will and HCPoA – 11/8/18 – 32 attendees
  - Better Breathers – 11/16/18 – 6 attendees
  - Your Bladder Matters: Urinary Incontinence – 4/2/19 – 73 attendees
  - Building a Healthy Plate – 4/9/19 – 44 attendees
  - Emergency Room: Past, Present and Future – 4/22/19 – 40 attendees
  - Keep Moving with Non-surgical Options for Sports Injuries – 4/24/19 – 24 attendees
  - Better Breathers – 4/29/19 – 5 attendees
  - Palliative Care: It's NOT About Dying – 5/9/19 – 23 attendees
  - Gastro-Esophageal Reflux Disease and Your Treatment Options – 5/14/19 – 55 attendees
  - Better Breathers – 5/20/19 – 5 attendees
  - Keeping Your Medicine Straight – 5/21/19 – 25 attendees
  - Hernias: Diagnosis and Treatment – 5/29/19 – 28 attendees
  - Stroke Awareness and Screening – 5/30/19 – 37 attendees
  - Your Bladder Matters: Urinary Incontinence – 4/2/19 – 73 attendees
- Jeanes *Community Classroom* “On The Road” programs included:
    - Dietician’s List of Food and Health Tips You Can Safely Ignore – 8/23/18 KleinLife of Montgomery County Senior Group – 28 attendees
    - Building a Healthy Plate: Portions For YOU – 2/28/19 The Plaza Apartments, Jenkintown – Golden Years Senior Group – 19 attendees
- Jeanes Fourth Annual Senior Health & Wellness Fair – 11/8/18 – 350 attendees. included
    - Blood pressure screenings
    - Stroke screenings
    - Medication interaction screenings
    - Hearing screenings
    - Glucose and cholesterol screenings
    - Community Health Needs Assessment response opportunity
- Brown Bag Medication Review and Blood Pressure Screening – 2/22/19 – 10 participants screened by Jeanes and Temple University School of Pharmacy



- Jeanes Laboratory facilitated on-site American Red Cross Blood Drives:
  - August 15, 2018 (26 units collected)
  - October 26, 2018 (16 units collected)
  - January 23, 2019 (19 units collected)
  - April 23, 2019 (15 units collected)
- Over the last three year, Jeanes facilitated 12 on-site American Red Cross blood drives with a total of 297 units donated.
- The Jeanes Nursing Staff, on discharge, present the opportunity to register for the PA Free Quitline to those patients who are current smokers and are being discharged home:
  - This is part of the CMS Tobacco Core Measure
  - Patients in our community have the opportunity to get free services that include: up to five quit coach calls, two or more weeks of nicotine replacement therapy (if available) and unlimited inbound calls for additional support during times of high risk for using tobacco.
- During the past three year period the Jeanes team developed 69 *Community Classroom* educational presentations with over 3,115 attendees promoting health/wellness education and screening.
- Screenings offered to the Jeanes community this year included:
  - Stroke awareness;
  - Blood pressure;
  - Retina/vision;
  - Glucose and cholesterol vouchers
  - Medication interaction
  - Hearing
- This year Jeanes also screened all inpatients for smoking and provided smoking cessation information and pulmonary disease educational materials on tobacco and second-hand smoke.
- Jeanes offered a Biweekly Bereavement Support Group serving 188 attendees this year.
- In the past three years Jeanes provided sleep disorder education to 673 community members.
- Jeanes provided health/wellness education in 52 programs to nearly 45,000 community members during this last three year period.
- In the last three years Anna T. Jeanes Foundation provided \$51,500 for 35 community grants to organizations that provide health and wellness services to our community.

- **Next Steps:** Jeanes 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.

**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
  - Promote exercise by utilizing Jeanes Walking Trail
- **Outcomes:**
  - American Heart Association Heart Walk participation on October 27, 2018
  - “Arm Chair Exercises for Senior Fitness” presented at The Prince of Peace Church – 29 attendees
- **Next Steps:** Jeanes 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.

## PLAN TO STRENGTHEN PRACTICES FOR CULTURALLY COMPETENT CARE

---

**Description:** 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:**

- *Director, Volunteer Services* - Rosemarie Schlegel
- *Manager, Continuing Medical Education, Jeanes/Foxchase* - Lucia Tono
- *Human Resources Business Partner, Jeanes/Foxchase* - Marie Gardner

**Goal 1:** Facilitate the participation of non-English speaking community members in Jeanes Hospital (Jeanes) outreach.

**Summary of Tactics Implemented and Outcomes:**

- **Tactics:**
  - Focus efforts on non-English speaking communities most represented in Jeanes primary service area
  - Identify community stakeholders to develop strategies to facilitate effective community outreach
  - Strengthen partnerships with established community groups to facilitate outreach to non-English speaking communities
  - Coordination of cultural outreach programs to specific communities
    - Hispanic
    - Russian
  - Creation of language-appropriate printed materials for non-English speaking populations
- **Outcomes:**
  - Our Spanish volunteers continued to visit Spanish patients weekly. All Spanish patients present the day they volunteer are visited.
  - National Health Care Decisions Day (4/16/19) Information was available in Spanish and was advertised in advance to the Hispanic community through signage and in Dr. Mercado's office. National Healthcare Decisions Day, is an effort to highlight the importance of advance healthcare planning. The observance reminds all adults to express their wishes regarding their future healthcare choices and to document them in an advance directive.
  - Burholme Emergency Medical Services (EMS) has been identified and approached as a partner with the goal of offering a CPR class in Spanish.
  - Initiated process to identify non-English printed materials needed to provide better care to our non-English speaking populations, based on staff feedback. This information will be gathered through the implementation of a survey of patient care managers.
  - Over the last 3 years there has been an increase in marketing efforts in the Russian and Ukrainian communities including participation in local festivals.
  - Hospital fact sheets and navigation maps have been translated in Russian and Spanish and are being utilized to heighten awareness of Jeanes Hospital services.
  - Bariatric Program materials have been created in Spanish language versions and interpreters attend seminars upon request.

- Educated Hospital staff on resources of available language proficient colleagues who are credentialed as Dual Role Medical Interpreters.
  - Revised Hospital nursing assessment to include a question regarding the language in which a patient would prefer to receive health-related information.
- **Next Steps:** Jeanes has made an organizational commitment to provide culturally competent care to all members of our community. 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.

**Goal 2:** Offer Jeanes healthcare providers education to improve their cultural competence and ability to provide culturally sensitive care that addresses health disparities.

### Summary of Tactics Implemented and Outcomes:

- **Tactics:**
  - Collaboration with Temple University Health System (TUHS) Linguistic Department to participate in Temple Health Cultural Awareness Symposium on Caring of the Russian Speaking Community and offering key lectures of the symposium online.
  - Increase number of Jeanes Dual Role Medical Interpreters by promoting and facilitating interpreter training.
  - Promote appropriate utilization of language line and interpreters.
- **Outcomes:**
  - The Temple Health Cultural Awareness Symposium on Caring of the Russian Speaking Community program took place on 4/18/19 at Temple's Administrative Services Building (TASB). Participants in the education program expressed their intent to adopt new behaviors as discussed in program.
  - Interpreter training took place at TASB during June 2019 weekends. Promotion of this training was provided through the E-News. Also, the Manager of Linguistic and Cultural Services came to Jeanes to promote the Interpreter Program outside the cafeteria.
  - To promote the utilization of language line and interpreters, the following strategies have been deployed:
    - All Jeanes staff completed an annual competency on 'Language Assistance (Interpretation) Services'.
    - An educational and reference resource was made available on the Jeanes SharePoint site for all the Nursing Department regarding how to effectively and safely communicate with Limited English Proficient (LEP), Deaf and Hard of Hearing Patients.
    - During each month's nursing department orientation, the entire group of the Nursing Department new hires reviewed the orientation educational resource regarding language services offered.
    - As part of mandatory yearly education, clinical staff reviewed an education resource that enhances and promotes improvement in language assistive devices skills required to provide safe care of patients.
    - Director of Language and Cultural Services, provided an in-service 3/22/19 regarding utilization of the language services available.

- Each RN that is responsible to utilize Telemedicine Reach Cart for a stroke patient attended a one hour in-services on the utilization of the cart.
- **Next Steps:** Jeanes will work in collaboration with Temple Health Linguistics Department to continue to focus on providing culturally competent care and education. We will 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 239 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

## PLAN TO IMPROVE ACCESS TO MENTAL HEALTH RESOURCES

---

**Description:** Improve access to mental health resources. Improve provider response to patients who manifest signs of mental / emotional distress.

**Strategy Team Leads:**

- *Clinical Director, Nursing* - Elizabeth Welsh Jeanes
- *Director, Performance Improvement and Infection Control* - Catherine Huck Jeanes

**Goal 1:** 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 increase access to mental health care
  - Collaboration with partners in care at Temple University Hospital's Episcopal Campus (Episcopal), CORA and Aldersgate
  - Learn and explore services available through Philadelphia Department of Behavioral Health and Intellectual Disability Services (DBHIDS)
    - Healthy Minds Philly
    - The Philadelphia Alliance for child trauma Services (PACTS)
    - Recovery Learning Center
    - Training Available
    - Emergency Services for Behavioral Health
  - Create educational program for staff – internally funded by Anna T. Jeanes Foundation.
- **Outcomes:**
  - Collaborated with colleagues at Episcopal, CORA and Aldersgate to increase community knowledge of mental health resources and access to mental health care.
  - The Jeanes Hospital Community Advisory Board awarded \$5,500 for three community grants for:
    - Therapeutic services;
    - Better access to resources for substance abuse and mental health; and
    - Counseling services for first responders and the military.
  - Offered four mental health *Community Classroom* education events for 105 attendees.
  - Offered a bi-weekly bereavement support group facilitated by Jeanes Hospital (Jeanes) Chaplain.
- **Next Steps:** Jeanes is committed to improving access to mental health resources for the communities we serve. We strive to make a difference by connecting people with resources and support.

**Goal 2:** Development of plan to address the opioid addiction crisis in Jeanes service area and community

**Summary of Tactics Implemented and Outcomes:**

- **Tactics:**
  - Collaboration with Temple Health colleagues with addiction expertise to assist in the formulation of actionable items
  - Collaboration with Temple University Hospital (TUH) in the development of clinical pathways for follow-up treatment after ED visit for Opioid Use Disorder (OUD).
  - Partner with community providers to increase access to support services (DBHIDS)
  - Create job description for peer recovery specialist / counselor
  - Offer X Waiver certification for ED and Hospitalist Physician groups through US Dept health and Human Services Substances Abuse and mental health Services Administration (SAMHSA)
  
- **Outcomes:**
  - Active participation in TUHS system-wide Substance Abuse Task Force Committee
  - Collaboration with TUH in the development and implementation of clinical pathways for follow-up treatment after ED visit for Opioid Use Disorder.
  - ED providers have been trained on the OUD clinical pathways.
  - Implemented specific clinical pathways that individuals can use following treatment in the ED for OUD. The goal of the pathway is to help individuals with OUD connect to the appropriate level of care.
  - Collaboration with CORA for drug/alcohol prevention and counseling for adolescents.
  - Care management teams are focused on warm handoff of patients to next level of care for ED and inpatients. This includes local Centers of Excellence or PA Coordinated Medication-Assisted Treatment (PACMAT) programs including the Temple TRUST Center.
  - Joined the Temple Health system-wide Substance Abuse Task Force Committee to connect our team to available resources to better serve our patients
  - Offered CME physician education on pain management and the opioid epidemic.
  - Focused on warm handoff of patients to next level of care for those with opioid use disorder.
  
- **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 as this nation-wide epidemic escalates. 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.

## PLAN TO IMPROVE CHRONIC DISEASE MANAGEMENT

---

**Description:** Continue to develop strategies to improve the management of chronic disease states including: CHF, COPD and Sickle Cell Anemia.

**Strategy Team Lead:**

- *Director, Care Management* - Kate Corbett
- *Transitional Care Coordinator* - Cecelia McGinley
- *Coordinator, Performance Improvement* - Kristen Smith

**Goal 1:** To prevent readmissions to Jeanes Hospital (Jeanes) and eliminate barriers that potentially causes readmissions.

**Summary of Tactics Implemented and Outcomes:**

- **Tactics:**
  - Discharge follow-up calls within 48 hours of discharge for all patients discharged to home
  - Readmission Review Committee steers its focus towards complex cases such as chronically ill patients and to those patient's with multiple clinical and social needs.
  - All patients readmitted within 30 days after discharge are screened for barriers that may have caused them to return to the hospital.
- **Outcomes:**
  - Discharge follow-up calls continue for all patients discharged to home. We have D/C call back data that is captured in Midas from January 2016 through February 2019.
  - SNF Collaborative – Monthly in person engagement of representatives of local skilled nursing facilities. 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. We continue to work on establishing a Preferred Provider list.
  - Implemented discharge follow-up calls for all inpatients discharged to home. Primary Care Provider follow-up appointments scheduled for all inpatients discharged to home within 7-10 days of discharge.
  - Developed a *Smoking Cessation Initiative* where all patients with a history of smoking are called 15 days after discharge to follow-up on their smoking cessation efforts and offer resources as needed.
  - Created the ICOUGH Initiative - All surgical inpatients are called after discharge to make sure they are using their incentive spirometer, ambulating and performing oral hygiene.
- **Next Steps:** We continue to monitor all readmissions for barriers and assisting patients and their families in ways to eliminate them. We are currently scheduling follow-up appointments (within 7-10 days of discharge) with the patient's Primary Care Provider, Cardiologist, and Hematologist/Oncologist prior to discharge, in an effort to prevent hospital readmissions. We do have baseline PCP appointment capture data (which is very low). As a direct result a performance improvement initiative for scheduling Primary Care Physician Appointments went live in May 2019.



**Goal 2:** To assist patients in the management of Congestive Heart Failure, COPD and Sickle Cell Anemia.

**Summary of Tactics Implemented and Outcomes:**

- **Tactics:**
  - Congestive Heart Failure Education – Jeanes provides education to those patients who have been admitted to the hospital with Congestive Heart Failure. CHF teaching materials have been developed in English, Spanish, and Russian 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.
  - Establishment of the *Home Health Care Collaborative*.
  - Completion of the Home Health Care Agency “Capabilities List”.
  
- **Outcomes:**
  - In the process of developing a Congestive Heart Failure (CHF) care pathway, along with updated CHF patient education program.
  - The Nursing Department provides the clinical teaching for all CHF patients.
  - Utilized Home Health Care agencies that have certified CHF nurses and tele-monitoring.
  - A Home Healthcare Collaborative was established in June 2019
  
- **Next Steps:** With continued collaboration three separate multidisciplinary care pathways are in the process of being developed:
  - Sickle Cell Anemia
  - COPD
  - CHF