

ABOUT US

Chester County Hospital provides quality medical and nursing services without discrimination based upon age, sex, race, color, ethnicity, religion, gender, disability, ancestry, national origin, marital status, familial status, genetic information, gender identity or expression, sexual orientation, culture, language, socioeconomic status, domestic or sexual violence victim status, source of income or source of payment. Although reimbursement for services rendered is critical to the operation and stability of Chester County Hospital, it is recognized that not all individuals possess the ability to purchase essential medical services and further that our mission is to serve the community with respect to providing health care services and health care education.

Therefore, in keeping with this hospital's commitment to serve all members of its community, it provides:

- Free care and/or subsidized care;
- Care at or below costs to persons covered by governmental programs;
- Health activities and programs to support the community are considered where the need and/or an individual's inability to pay co-exist. These activities include wellness programs, community education programs, and special programs for the elderly, handi-capped, medically underserved, and a variety of broad community support activities.

EMERGENCY CARE IS PROVIDED 24-HOURS-A-DAY AND IS ACCESSIBLE TO ALL REGARDLESS OF A PERSON'S ABILITY TO PAY.

Chester County Hospital provides care to persons covered by governmental programs at or below cost. Recognizing its mission to the community, services are provided to both Medicare and Medicaid patients. To the extent reimbursement is below cost, Chester County Hospital recognizes these amounts as charity care in meeting its mission to the entire community.



CHESTER COUNTY HOSPITAL, WHICH IS PART OF PENN MEDICINE, IS AN ORGANIZATION DEDICATED TO THE HEALTH AND WELLBEING OF THE PEOPLE IN CHESTER COUNTY AND SURROUNDING AREAS.

Facts and Figures

COMMITTED TO COMMUNITY

BEDS
243 licensed

ADULT ADMISSIONS
13,298

OUTPATIENT TESTS AND PROCEDURES
466,039

EMERGENCY DEPARTMENT VISITS:
45,317

BIRTHS
2,619

EMPLOYEES 2,337
PHYSICIANS 595



HEALTH EMPOWERMENT PARTNERSHIPS

CHESTER COUNTY HOSPITAL
COMMUNITY BENEFIT REPORT 2016



VISION:

TO BE THE LEADING PROVIDER OF CARE IN THE REGION AND A NATIONAL MODEL FOR QUALITY, SERVICE EXCELLENCE AND FISCAL STEWARDSHIP.

FEATURES



GESTATIONAL DIABETES



THERAPY DOGS



AIDAN'S HEART FOUNDATION



LA COMUNIDAD HISPANA



THE ENVIRONMENT



UNITED WAY

“YOU HAVE TWO HANDS, ONE TO HELP YOURSELF,
THE SECOND TO HELP OTHERS”

AUDREY HEPBURN

CHESTER COUNTY HOSPITAL IS PART OF AN ONGOING COLLABORATIVE PLANNING EFFORT with 34 other locally focused organizations to help Chester County become a community in which all individuals can be healthy and empowered to manage their health. Separately, each of the 35 group members had its own vision and approach, whether it is health care, social services, community-driven funding, faith-based missions or government action. The potential of our positive impact is amplified when we work together. Collectively, we can all reach a broader number of residents and affect greater change when we maximize the strengths and services that make us each unique.

This process of teamwork is our **RoadMAPP to Health: A Comprehensive Health Assessment** for Chester County. From this effort came common goals, fresh tasks and creative opportunities. Chester County Hospital's Community Benefit Report 2016 – Health Empowerment Partnerships – shares a few of the ways we are partnering with other local organizations to create new possibilities for wellness and good health among our neighbors of Chester County.

Visit ChesterCountyHospital.org to learn more about our RoadMAPP and the resulting Community Health Needs Assessment.

CCH + DIABETES EDUCATION

STRATEGIC QUESTION 1

How can the community expand the concept of cultural competence to ensure access and use of services, including early prenatal care and health screenings?

IMPLEMENTATION PLAN

Chester County Hospital will investigate and understand the specific cultural, community and health barriers to accessing prenatal care in the Hispanic and African American Communities.



CARLA GRAVES,
BILINGUAL REGISTERED DIETITIAN

BREAKING BARRIERS IN THE CARE OF GESTATIONAL DIABETES

Chester County Hospital's Community Health and Wellness Services Hires Bilingual Professional Provider

Carla Graves is a bilingual Registered Dietitian who began her employment at Chester County Hospital in early May 2016 as part of Community Health and Wellness Services. Graves is not just another helping hand however, she is the answer to a growing need in our community, especially for expectant moms.

The hospital's Prenatal Clinic delivers hands-on Ob/Gyn care at a reduced cost to women throughout Chester County. Roughly 12% of all pregnant women that walk through its doors are diagnosed with gestational diabetes, slightly higher than the national average of 9.2%. Gestational diabetes is diagnosed when pregnant women who have never had diabetes before develop high blood-glucose levels during pregnancy. If left untreated, or poorly controlled throughout pregnancy this condition can cause harm to mother and baby.

English is a second language to 80% of the Clinic's patients. An overlap of non-English speaking women diagnosed with gestational diabetes has resulted in an "efficiency problem in the delivery of care" according to Julie Funk, Director of Community Health and Wellness Services.

Patients diagnosed with gestational diabetes rotate between the Clinic, Maternal Fetal Medicine and Diabetes Education. They receive general care for their pregnancy, treatment for gestational diabetes and education for how to manage this diagnosis in everyday life. The critical

need for a bilingual caregiver was recognized when providers in all three departments were seeing issues with phone communication about appointments, scheduling delays due to the need to also schedule an interpreter and a loss of educational quality through a third person.



MEMBERS OF CHESTER COUNTY HOSPITAL'S PRENATAL CLINIC TEAM

Carla Graves will be the answer to that need. Funk is optimistic that Graves' arrival will result in fewer time delays for appointments and "improve the continuity and outcome of care by providing a face-to-face connection with a provider who speaks the same language." Graves will also be addressing topics such as how to test blood sugar throughout pregnancy, how to gain proper nutrition and how to manage gestational diabetes after birth.

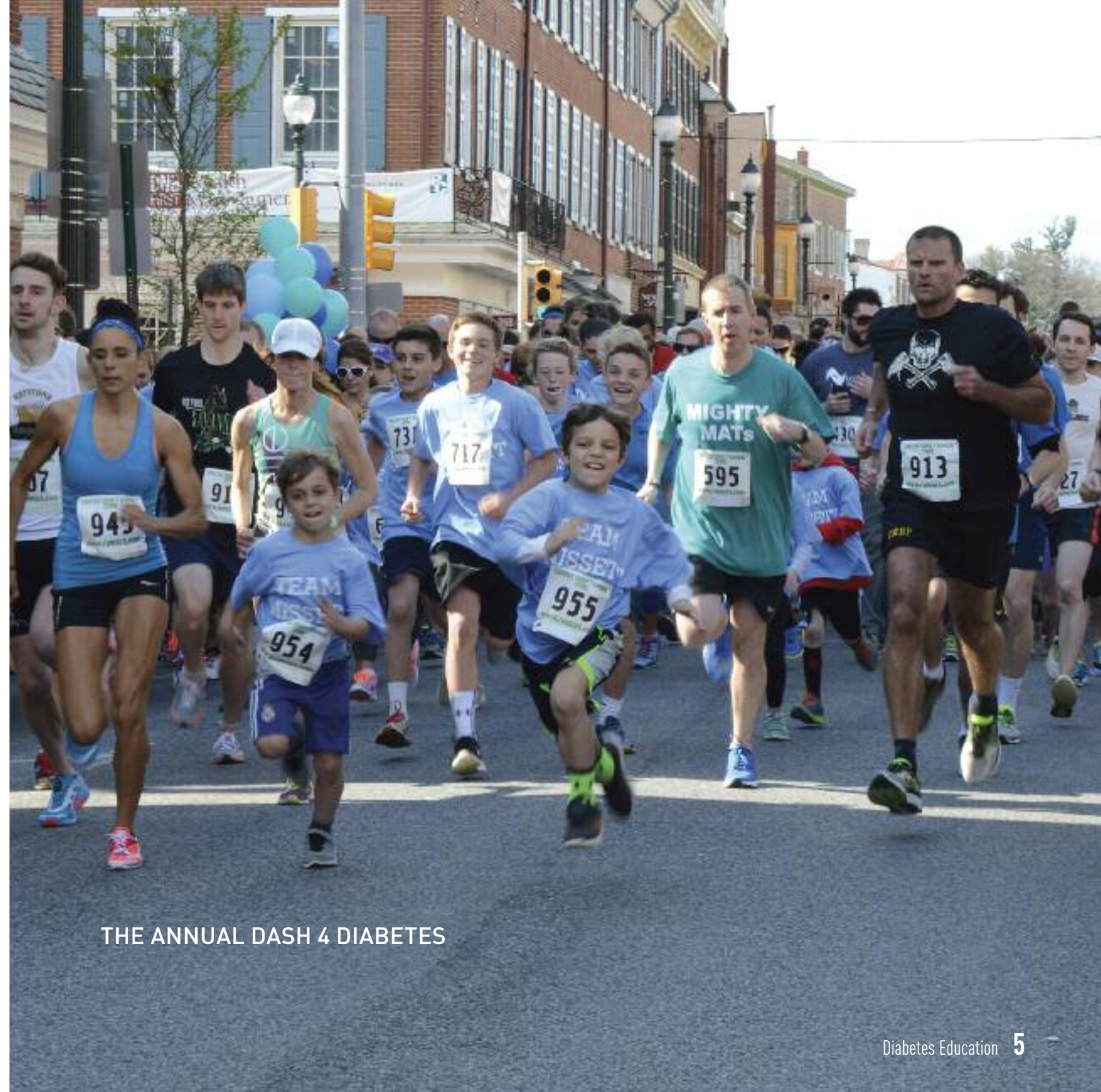
Gestational diabetes will often go away after pregnancy but the condition does increase a woman's risk of another diagnosis with future pregnancies. Gestational diabetes can even cause a diabetes diagnosis later on life for both mother and baby. Women with this condition need to have a blood glucose test 6-12 weeks

after giving birth and then on a regular basis after pregnancy. Babies born to mothers with gestational diabetes should also be checked throughout childhood for risk factors associated with diabetes. Funk's hope for Graves' role is that the reception of this information is better received through a one-on-one encounter with the actual provider. "The women often won't know these things and therefore won't know to ask about them at checkups."

In addition to being an asset for patients with gestational diabetes, Graves will also be a valuable aid at community activities throughout Chester County. The hospital participates in numerous activities such as the Mushroom Festival, Healthy Kids Day at the YMCA and others held at La Comunidad Hispana. Healthy lifestyle and nutrition issues will be addressed with the Spanish-speaking community at these events.

Chester County Hospital's Community Health and Wellness Services has also found a way to address the cost of care barrier related to gestational diabetes. Many women who are seen through the hospital's Clinic are unable to afford meters and testing strips, which are needed to manage their condition. The annual Dash 4 Diabetes is held in April each year and all proceeds from the Dash benefit the hospital's Diabetes Self-Management Program. The funds from the 2016 Dash will be used to purchase glucose meters and testing strips to give to diagnosed Clinic patients free of charge. Patients will receive one meter and enough strips for the remainder of their pregnancy eliminating the financial barrier they currently face.

Funk says these solutions are a result of "a continued focus on positive birth outcomes for both mother and baby." Community Health and Wellness will evaluate these solutions by measuring appointment attendance and time, birth weights/birth outcomes and results of a satisfaction survey taken by patients. 🌸



THE ANNUAL DASH 4 DIABETES



CASSIE, A CHOCOLATE LAB, IS A REGULAR AT CARDIAC REHAB AND CHESTER COUNTY HOSPITAL HUG A PUP DAYS

A TAIL OF DREAMS COMING TRUE

Chester County Hospital Implements Pet Therapy for Patients

"This has been the dream of the Relationship Focused Care Council for a long time," said Tina Maher, BSN, MA, RN, NE-BC, as she detailed the new Pet Therapy initiative the council initiated for Chester County Hospital inpatients.

The Relationship Focused Care Council focus on the therapeutic relationships with patients and families, peers and the care givers. Major activities for the council have included implementation of several complimentary therapies including Reiki, Aromatherapy and now, Pet Therapy.

Countless studies have confirmed that the use of animal-assisted therapy reduces stress, lowers blood pressure, lessens the level of stress-producing hormones, decreases anxiety, promotes a sense of well-being and lowers the rate of depression making this the perfect fit for the council to implement next.

CCH + THERAPY DOGS

STRATEGIC QUESTION 2

How can the community partner to provide a seamless, highly coordinated network of services that address an individual's physical and behavioral health issues?

IMPLEMENTATION PLAN

Chester County Hospital will partner with community volunteers to increase alternative therapies to help patients, employees and the community at large to cope with pain, anxiety and depression.

Certified therapy dogs are onsite three days a week visiting patient wings. Visits with the dogs will last five to ten minutes per patient. Patients interested in having the therapy dogs in for a visit can communicate this with their nurse and if eligible, will be included in the dogs' rounds.

The dogs will be at the hospital on Tuesdays, Thursdays and Saturdays beginning in August of 2016. They will make their rounds in the hospital's West Wing 1, West Wing 2, Lasko Tower 3, Lasko Tower 4 and 3 and 4 North, Pediatrics and the Post Interventional Care Unit.

The new Pet Therapy initiative comes on the heels of Hug A Pup. Hug A Pup was initiated by Annmarie Blair, DNP, MSN, BSN, RN, as part of her Capstone research for her Doctor of Nurse Practice program at West Chester University. Blair's project was to answer



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**BUTTONS,
A PEMBROKE WELSH CORGI,
SHOWS OFF FOR HIS AUDIENCE**

the question, “Does animal-assisted therapy decrease the rate of depression for patients attending outpatient cardiac rehabilitation versus patients who attend the same program without the use of it?” Blair was successful in her research and received her Doctor of Nurse Practice in early August.

For the purpose of Blair’s study, Hug A Pup days were held at Cardiac Rehabilitation for three months with hopes of making it an ongoing initiative. “It’s such a morale booster for patients. Seeing people’s expressions and having people thank me... I just get such a reward out of it,” said Blair, who is also a member of the Relationship Focused Care Council.

Patients in the Cardiac Rehab program had access to the dogs two days a week. Cardiac Rehab patient William Burch felt that the program was, “The best thing the hospital has ever offered to patients. Dogs make everyone feel good!”

The Relationship Focused Care Council and Blair are quick to credit the success of these programs to the support they’ve received from the hospital and most importantly, the volunteers who share their dogs weekly. One volunteer, Deb Ellis, has ties to the hospital. Ellis’ parents were both in hospice care and she was so grateful for the quality of care her parents received that she wanted to give back. Ellis now brings Buttons, a Pembroke Welsh Corgi, to the hospital on a regular basis as part of the Pet Therapy initiative.

All therapy dogs in the program have completed initial and annual trainings and are licensed from Therapy Dogs International. The dogs are also required to receive annual vaccinations and health screenings, annual behavior evaluations, be bathed prior to visit and remain leashed for duration of the visit and must be identified as a therapy dog. ❄️



**CHESTER COUNTY HOSPITAL'S
SWITCHBOARD OPERATOR, CAROL,
TAKES A BREAK TO ENJOY CASSIE**

CCH + AIDAN'S HEART FOUNDATION

STRATEGIC QUESTION 3

How can the community increase awareness of and education about health and social services to help them meet their basic needs?

IMPLEMENTATION PLAN

Chester County Hospital will participate in and support community health education programs.

AMBER SHEALY, RN, PCCN
TEACHES MARSH CREEK
SIXTH GRADE CENTER STUDENTS
HANDS-ONLY CPR

LIFE-SAVING HANDS-ON EDUCATION FOR 1,000+ LOCAL SIXTH GRADERS

Whenever Christy Silva stands before an audience to tell the story of her son, Aidan, there is complete silence in the room. She has told her family's tragic story for six years. At this particular speaking engagement, she was able to talk about what happened without tears, although her heartache was felt by all. However, as she introduced herself to the gymnasium full of 11 and 12 year olds at the Marsh Creek Sixth Grade Center, she added one new detail to his story—Aidan should have been one of their sixth-grade classmates.

Aidan, who would have turned 13 this year, died of Sudden Cardiac Arrest (SCA) when he was just 7 years old. Without warning, just days after he started first grade, his heart simply stopped. Emergency help could not get to him quickly enough to save him. His family was devastated.

"SCA happens to young people every day, and it happens without warning," Silva has since learned. When SCA occurs, the heart stops beating and the person stops breathing.

From his unexpected death, a mission was born. Christy, husband Steve, and a team of dedicated friends and supporters created Aidan's Heart Foundation and have made it their purpose to teach everyone—adults and students—how to save lives. Knowing how to perform Hands-Only CPR and how to operate an Automated External Defibrillator device (AED) are essential when someone has a Sudden Cardiac Arrest.

For the second year, Silva and her volunteer team of educators brought this life-saving demonstration to all 1,000+ sixth graders in the Downingtown Area School District. She was joined by nurses and educators from Chester County Hospital who worked with small groups of students. The first five minutes of SCA are the most critical they learned; this is when the Chain of Survival begins. The person in cardiac arrest needs the people around them – perhaps strangers – to react quickly and to know what to do.

SILVA EXPLAINS:

“WE THINK SIXTH GRADERS ARE AT A GREAT AGE TO TRAIN BECAUSE THEY ARE OPEN TO TRYING SOMETHING NEW AND THEY WANT TO BE HELPFUL.”

Chester County Hospital nurse Amber Shealy said, “I am helping Aidan’s Heart Foundation train the students because I think it can make such a difference in our community.” Nurses take care of SCA patients after they arrive to the hospital, and so training people to know what to do, in the very first moments someone needs help, was a welcomed opportunity.

The sixth graders were taught specifically the signs of SCA and how to initiate the Chain of Survival. Working as a team and using CPR dummies, they learned how to perform Hands-Only CPR at a rate of 100 compressions per minute. They were reminded where the AEDs were located in their school, and trained on how to turn on the machines and follow the defibrillator’s smart instructions.

Susan Pizzi, a community health educator for the hospital, also helped train the students during the day. Later that evening, she held a special program at the school for their parents. Pizzi

organizes Chester County Hospital’s ongoing series of Hands-Only CPR and AED classes for the community. It is a free training session offered at a variety of locations throughout the county.

The hospital’s vision for wide-spread Hands-Only CPR education aligns with Aidan’s Heart Foundation, and so Pizzi and all the nurses* were happy to offer their time and knowledge to assist Silva and her team with the training of the sixth-grade class. “The steps are not hard, but they do take courage,” said Silva. And, courageousness is a trait that Silva embodies as a mom, every time she shares Aidan’s story. ❁

** In addition to Susan Pizzi and Amber Shealy, Chester County Hospital nurses at the training included Mary Maurer, Terri Bugniacet, Kristin Taylor, Theresa Moore, Linda Shepherd and Jennifer Brenneman.*

CHAIN OF SURVIVAL

- 1 Call 9-1-1 immediately
- 2 Start CPR:
Cardiopulmonary Resuscitation can be done with or without mouth-to-mouth breathing
- 3 Use an AED:
Automated External Defibrillator
- 4 Transition to EMS:
Emergency Personnel, such as EMTs, Medics, Paramedics
- 5 Provide Advanced Care in a hospital setting



SIXTH GRADERS LEARN HOW TO OPERATE AN AED



CCH + LA COMUNIDAD HISPANA

STRATEGIC QUESTION 4

How can the community encourage and support individuals to take action in their own health management and well-being, including prevention?

IMPLEMENTATION PLAN

Chester County Hospital commits to providing appropriate and culturally-sensitive educational outreach including classes and materials to underserved pregnant women in the Latino Community.

Chester County Hospital's Coordinator for Childbirth Education, Amy Latyak, BSN, RNC, OB-CCE, was awarded the Penn Medicine CAREs Grant for her project, "Childbirth Education Classes for Hispanic Community in Chester County."

Childbirth Education for the Latino Community

A need for childbirth education in the Latino community was recognized after visiting La Comunidad Hispana and speaking with the nurse practitioner and staff there. The main issue uncovered through these conversations was that many of the underserved pregnant women in the Latino community were not able attend the prenatal classes and tours offered at Chester County Hospital due to a lack of transportation. "We decided to bring the classes to them. I pursued the Penn Medicine CAREs Grant to help cover the associated costs," Amy Latyak, said.

The grant money was used to purchase materials and supplies written in Spanish in order to teach Newborn Care and Breastfeeding classes at southern Chester County's La Comunidad Hispana to the Spanish-speaking community. These classes and supplies were provided at no cost to participants. "We have a bilingual educator who went down one evening per month and taught a free class for La Comunidad clients," Latyak said. The program ran from April 2015 to October 2015. "The women who came to classes were very appreciative for the information and gave positive feedback."

Penn Medicine faculty, staff and students throughout the organization donate their time and expertise to provide countless hours of work to improve the health and well-being



FLYERS, BROCHURES AND HANDOUTS WERE CREATED SO WOMEN COULD TAKE THEIR EDUCATION OUTSIDE OF THE CLASSROOM.

of the communities we serve. To help with these efforts, the Penn Medicine CAREs Grant program was established to offer institutional support to these individuals and programs in the form of grants that can be used for the purchase of supplies and other resources needed to perform this important work in the community.

Penn Medicine awards grants up to four times per year for expenses (not including salary support) directly related to community outreach activities. The grant funding can be used for projects big and small and for new or existing community outreach efforts. ✨

CCH + THE ENVIRONMENT

STRATEGIC QUESTION 5

How can community leaders help create supportive environments to ensure the health and safety of their communities?

IMPLEMENTATION PLAN

Chester County Hospital will approach community-based wellness by providing programs addressing healthy lifestyles to at-risk populations.

5

CHANGE FOR A GREENER FUTURE

Chester County Hospital's Green Team is Reducing Their Carbon Footprint

Eight years ago, 20 people at Chester County Hospital got together to form the "Green Team." Their mission is simply to reduce, reuse and recycle.

The mission is nothing innovative or out of the ordinary anymore. Global warming is constantly in the news, and you can rarely escape a recycling bin in today's society. What is innovative is the steps this team has taken over the years to support their earth-friendly mission and what they've achieved.

EMPLOYEES VOLUNTEERED TO FORM THE
GREEN TEAM.
THEIR MISSION IS SIMPLY TO
REDUCE, REUSE AND RECYCLE.

For years, the cafeteria team relied on a grill and fryer for hot food offerings. This method of food preparation was cost effective but created a large amount of cooking oil waste. This waste, when not disposed of properly, can cause devastating physical effects to animals, plants and the environment as a whole. The hospital was recycling this waste but the Green Team realized a more drastic measure was needed in order to make a real difference. "The grill and fryer are history!" Scott Greenley, Director of Nutrition Services said. They have been replaced with four induction ranges and a cook center that provides a benefit that is two-fold. "We're able to provide healthier meals for patients, visitors and employees while also reducing our cooking oil waste." Greenley, who is also chair of the Green team, adds that these efforts have diverted more than 13 tons of waste oil from landfills.

The Green Team is even working with the hospital's waste management partner to find a way to repurpose actual food waste. "We are required to feed patients 2,000 calories per day," says Greenley. "Often times, 2,000 calories is more than patients care to, or can eat, so that creates a lot of wasted food." Through the waste management partner, the hospital is looking to compost all of this wasted food. Composting has a variety of benefits for the environment. Most notably, it cuts down on landfill waste. Not having to transport this wasted food also reduces energy and fuel emissions.

The Green Team has also inspired the hospital to make changes outside of the kitchen. For starters, they've converted the heating

source from oil to natural gas. Natural gas is the cleanest burning fossil fuel and emits very few chemical by-products into the atmosphere. Conserving energy and water were also top priorities. As a result, motion-sensor lighting has been installed in common areas and utility rooms, all fluorescent bulbs have been switched out to T5 bulbs, which use half the energy of fluorescents and waterless medical air pumps were installed.

The most unique measure the Green Team has implemented to conserve energy and reduce emissions is to grow some of their own ingredients and buy local. Twenty-five percent of cars create 90% of the air pollution we face. "To ship a quart of strawberries in from Florida may be cost effective but it is causing severe harm to the environment," Greenley shares. Nutrition Services has implemented a buy local initiative to reduce this pollution as much as they can. In an effort to extend this effort to hospital employees, the Green Team and the Employee Wellness Committee co-host local farmers' markets during peak growing seasons and participate in a farm share that employees can opt into. The Delaware Valley Farm Share delivers six to eight fresh, local ingredients to share-holders every two weeks. These goods are dependent on the time of the year but can range from fresh fruit and berries to squash and corn.

The Green Team also plants two raised garden beds each year. This supports healthy local eating in the spring, summer and fall. It also feeds those in need. "We support local food cupboards with our raised bed gardens and donate 70% of our harvest. We



GREEN TEAM MEMBERS FINISH RAISED GARDEN BED CONSTRUCTION OUTSIDE OF THE HOSPITAL



ONE OF THE RAISED GARDEN BEDS THE GREEN TEAM PLANTS ANNUALLY. THE CROPS ARE DONATED TO THE CHESTER COUNTY FOOD BANK.

produce about 250 pounds of produce from our gardens annually,” explains Greenley. This donation goes to people in Chester County who lack the funds to buy food.

Recycling and repurposing materials are the Green Team’s greatest, and most fun, achievements. Each year the hospital recycles nearly 175,000 tons of plastic, glass, metal, cardboard and paper. Today, Chester County Hospital diverts more recyclable waste from municipal landfills at an average monthly rate of 36%. This is 3% higher than the average rate of other hospitals that are considered to be “green leaders.”

Repurposing common items is one of Greenley’s favorite pieces of the green initiative. “Some of the reuses for things are so innovative.” Of these solutions Greenley says the ideas people come up with for wood pallets, such as garden beds, are his favorite. Other items the hospital offers for reuse are 55-gallon drums from the laundry facility, cardboard boxes, plastic buckets and used coffee grounds.

The hospital’s Green Team is winning the approval and recognition of its neighbors. West Chester Borough Leaders United for Emissions Reduction (BLUER) publicly acknowledged Chester County Hospital for its efforts to reduce greenhouse gas emissions just four years into their mission. The hospital has also spurred green awareness to partnering businesses. With the ongoing construction at the hospital, building contractors have not only been recycling construction waste, they also implemented green friendly designs into building plans. The addition of Lasko Tower resulted in a 1,600 square-foot vegetated roof with plants to reduce heat build-up. The hospital has also committed to replanting one tree for every tree that had to be removed during construction.

The Green Team plans to continue these initiatives and develop more. With the parking garage project under way and the front entrance redesign to follow, recycling of construction materials is in the forefront of their minds. The new construction will also include replanting lost greenery and even adding more landscaping when the project ends. 🌱

THE 1,600 SQUARE-FOOT VEGETATED ROOF OUTSIDE OF LASKO TOWER



CHESTER COUNTY HOSPITAL NAMED UNITED WAY'S CORPORATE PARTNER OF THE YEAR

The Chester County Board of Commissioners recognized Chester County Hospital as United Way of Chester County's recipient of the Corporate Partner of the Year award for most exemplifying the United Way's mission and best engaging its employees during its workplace campaign. Taylor Lopolito, Talent Acquisition Specialist at Chester County Hospital and the hospital's United Way Chair 2014-2015, said, "This recognition and the success of our campaign is so important to the hospital because it reinforces our commitment to serving the community to the best of our ability."



According to the official citation from the Commissioners, "Chester County Hospital boasted their most successful campaign year, drawing on the energy and varied talents of a new first year Campaign Chair and an enthusiastic campaign team."

Contributions increased an unprecedented 42 percent with employee participation doubling the number of donors over the previous year's already highly successful campaign. Special events and organized raffles generated excitement and awareness about the campaign. Chester County Hospital sold pretzels to engage potential donors in learning more about how their dollars improved Chester County, and designed and printed their own personalized posters, strategically placed throughout the hospital, to maintain campaign awareness and education."

The Board of Commissioners congratulated the leadership and employees on this remarkable achievement, and thanked the hospital for its dedication to corporate generosity and community involvement.