

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.

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.

FACTS AND FIGURES

Beds: 248

Adult Admissions: 13,821

Outpatient Tests and Procedures: 451,530

Emergency Department Visits: 45,161

Births: 2,845

Employees: 2,518

Physicians: 705

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, handicapped, medically underserved, and a variety of broad community support activities.



Penn Medicine
Chester County Hospital

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



Penn Medicine
Chester County Hospital



HEALTH EMPOWERMENT PARTNERSHIPS

**CHESTER COUNTY HOSPITAL
COMMUNITY BENEFIT REPORT 2018**

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LIFE RECLAIMED

VISION:

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

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 34 group members has 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 ROADMAP 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 2018—**Health Empowerment Partnerships**—shares a few of the ways we are partnering with local organizations to create new possibilities for wellness and good health among our neighbors in Chester County.

STRATEGIC QUESTION 1

How can the community expand the concept of cultural competence to ensure access and use of services?

IMPLEMENTATION PLAN

Chester County Hospital will partner with local health agencies to provide diabetes prevention education to the Spanish-speaking community.

SPEAKING THEIR LANGUAGE: HELPING SPANISH-SPEAKING RESIDENTS PREVENT DIABETES

The best treatment for Type 2 diabetes is actually prevention: identifying people with prediabetes, indicated by risk factors such as blood glucose levels and weight, and helping them reverse it through healthy eating, weight loss and exercise. This is why, in 2013, Chester County Hospital sought to become one of the first hospitals in Pennsylvania to offer the Centers for Disease Control and Prevention's (CDC) National Diabetes Prevention Program. Certified lifestyle coaches work with patients for 22 sessions over a full year to help them make lasting lifestyle changes. The hospital also has a Diabetes Self-Management Program that serves about 1,000 patients annually.

In West Chester, the hospital's National Diabetes Prevention Program participants take one cent for every pound lost. The pennies are counted and celebrated each session.



“

**We always wanted to do more for the Spanish community.
The family [foundation] that awarded us the grant felt that it met a need that was worthwhile.
And truthfully out of that some incredible things have happened.**

”

JULIE FUNK, MS, RD, CDE, LDN
DIRECTOR OF COMMUNITY HEALTH AND WELLNESS SERVICES

More recently, the hospital realized that these services were neglecting a key population in Chester County: Spanish-speaking residents. People of Hispanic origin are the second largest ethnic group in the county after non-Hispanic Caucasians. The 2010 Census found that nearly 60 percent of the population in Avondale and 50 percent in Kennett Square were Hispanic. In Pennsylvania, as well as nationwide, this is a group especially hard hit by diabetes and its complications: According to the CDC, more than half of Hispanic men and women are expected to develop Type 2 diabetes.

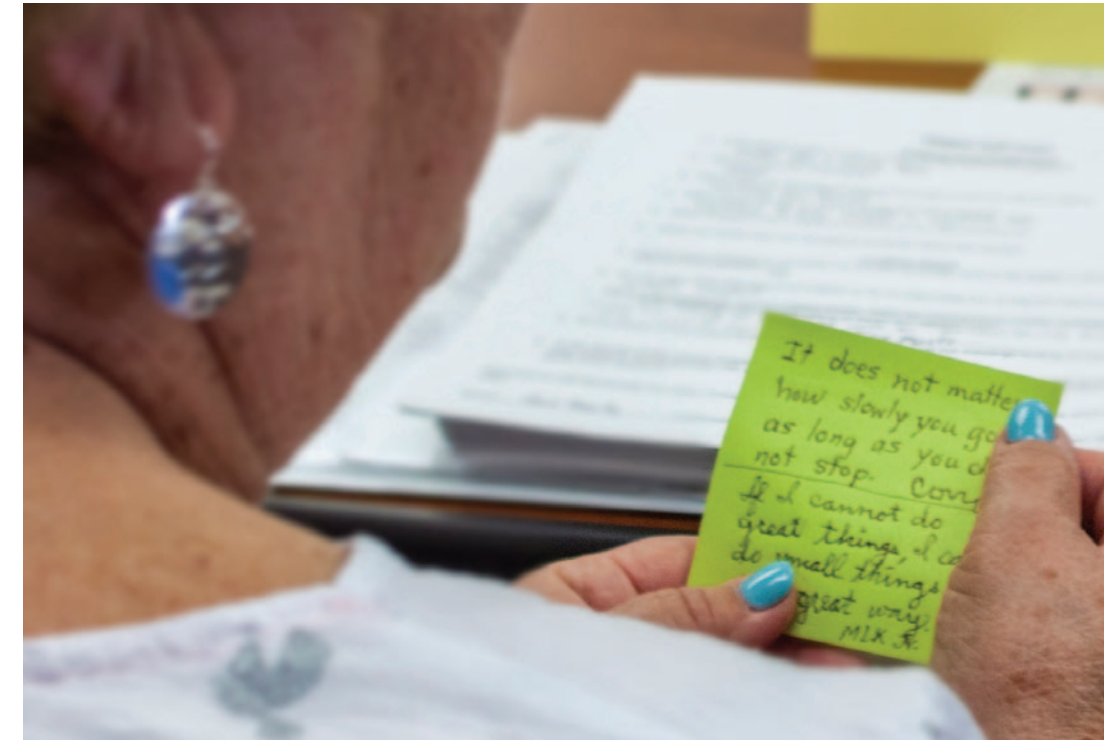
In light of this knowledge, Julie Funk, MS, RD, CDE, LDN, director of Community Health and Wellness Services, and her team, developed a plan to offer a Spanish Language Diabetes Prevention Program in 2017. They soon earned a \$50,000 grant to launch the program. The grant was funded by a local family foundation that wished to remain anonymous.

Funk and her team first offered six diabetes screenings at local mushroom farms in early 2018, including South Mill and Kaolin, which employ large numbers of Spanish-speaking residents. The screenings reached over one 100, with bilingual educators helping them understand their risk of diabetes and action steps to prevent it. This was accomplished through partnerships with the Chester County Department of Health and La Comunidad Hispana (LCH). Following these screenings, LCH, a bilingual health center in southern Chester County, offered a weight loss program for these workers that was funded through the grant.

The hospital also partnered with Community Volunteers in Medicine (CVIM), which provides free health care to Chester County residents, to offer four Reversing Prediabetes classes in Spanish. Together, CVIM and the hospital supported four bilingual cooking classes that focused on ways to increase fruit and vegetable consumption and build confidence cooking healthy meals at home.

But the program’s main focus was training bilingual lifestyle coaches who could provide the CDC’s National Diabetes Prevention Program (NDPP)—the same one available in English at the hospital—in communities where Spanish-speakers live and work. To do this, the hospital again partnered with CVIM and La Comunidad Hispana as well as the Maternal and Child Health Consortium of Chester County, which focuses on the health of young families in need. Victor Alos, DMD, MPH, a dentist, public health consultant and CVIM volunteer who is also certified as a master trainer with the NDPP, trained 22 lifestyle coaches across the three organizations.

One of those coaches is Carla Graves, RD, the diabetes care coordinator at CVIM. Graves estimates that 25 percent of the population served by CVIM has prediabetes and another 25 percent has diabetes. She is offering the diabetes prevention program at the Jenners Village Professional Building in West Grove, working closely with a second certified lifestyle coach who also lives in the community and is herself a CVIM client with diabetes—a major advantage for connecting with participants. The program started in April 2018 and will continue through spring 2019.



Motivation comes in many forms for participants—instructor direction, peer support and the occasional sharing of inspirational quotes help members meet their goals.

“We weigh participants in, we track their activity, we track their A1C [a measure of average blood sugar levels],” Graves says. “The goal of the lifestyle changes is five-percent weight loss and 150 minutes of exercise a week. Such changes aren’t easy and they take time.” Over the course of the year, the coaches aim to “give those enrolled more and more freedom so they can sustain the goals on their own,” she adds.

Given the level of challenge and the time commitment, retention can be an issue, but the West Grove site has attracted a core group. At the 12-week mark, the program had nine active participants who had committed to staying together until spring 2019. They had lost 57.4 pounds, an average of 6.4 pounds per person and just shy of the five-percent average weight loss goal.

“

**The secret sauce of the prevention program is the group support. Participants are with the same people for a year, and success breeds success. Weight can be a source of shame and change can be burdensome. But as they hear others’ stories they can think:
That is my story too, and I can do something about it.**

”

KIM BEAZLEY, RD, CDE, LDN,
A CERTIFIED MASTER TRAINER WHO
HAS LED THE NATIONAL DIABETES
PREVENTION PROGRAM
AT CHESTER COUNTY HOSPITAL

“A big part of the success of the program is sharing information and knowledge,” Graves says. “The community is so family-oriented. We have a mother and daughter coming together, as well as husbands and wives. Young mothers bring their kids. They have bonded as a group. They are getting this information and they can spread it even further.”

Similarly, the program offered by the Maternal and Child Health Consortium had 11 active participants at week 11, with an average weight loss of 5.68 pounds per person. As at CVIM, the strong retention was attributed to having a Spanish-speaking instructor and encouraging participants to bring along family and friends.

STRATEGIC QUESTION #2

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

IMPLEMENTATION PLAN:

Partnerships with homeless and domestic violence shelters will provide preventative care to Chester County's indigent population.

PROTECTING WEST CHESTER'S POOR AND HOMELESS FROM THE FLU WITH FREE VACCINATIONS

“Getting a flu shot every fall seems like a simple way to protect yourself, your family and friends, and colleagues from the flu. For people who are homeless or living in poverty, though, it's anything *but* simple.”

DIANA KANE, MD, CHAIR AND MEDICAL DIRECTOR OF EMERGENCY MEDICINE AT CHESTER COUNTY HOSPITAL

“Working in the Emergency Department (ED) we have this terror when flu season comes, as we know how many people in the U.S. die of influenza and its complications,” Dr. Kane says. “We have a fairly large indigent or homeless population in this area and they don't have 20 dollars to go to Walgreens and get their flu shot. A flu shot is probably the lowest item on their list when they are concerned about food and shelter.”

But when people in poverty do get the flu, their risk of transmitting it to others is high, as they are often living in homeless shelters or visiting day programs that provide meals, clothing, and other necessities. The poor and homeless often lack access to health care, which means they are more likely to end up in the ED with flu symptoms—putting staff and patients at risk and increasing the likelihood of bed shortages.

This past summer, with the 2018 flu season looming, Dr. Kane consulted with Darren Girardeau, MSN, BM, RN, PHRN, CCRN, CEN, CFRN, director of Emergency Services, Radiology Nursing and Transport, to brainstorm ways for the hospital to bring flu vaccines directly to the underprivileged and homeless at shelters throughout West Chester. Girardeau was aware of the Penn Medicine CAREs grant program, which provides funding for community-focused projects throughout the Health System. He submitted an application that earned the hospital a \$2,000 grant to fund a free, shelter-based vaccination program. The grant covered 160 free flu vaccines, with the hospital donating nurses' time and other supplies such as needles and alcohol pads.

“In nursing we want to care for people—that is always one of our motivating factors—but we also want to keep people well,” Girardeau says. “Keeping these residents out of the ED has

positive effects on the community. And our staff would also have less risk of contracting influenza.” Even though ED staff members get vaccinated, a vaccine isn't foolproof, he notes.

From October 30 through November 7, the hospital's ED team offered seven free flu vaccine clinics at three sites: Safe Harbor of Chester County, a homeless shelter; The Salvation Army of West Chester, which serves the homeless and people living in poverty; and St. Agnes Day Room in West Chester, a day program that connects underserved residents with free meals, clothing, counseling and other services. Fifty-one people were vaccinated. The team is planning to administer the remaining vaccines at the Domestic Violence Center of Chester County and other area shelters and day programs.

“It's rewarding to go out and do things for people when you are not behind your walls, your title, your uniform,” says Dr. Kane. “We thought if we could vaccinate these people, we could decrease the rate of influenza, complications, and hospitalizations.”

ED nurse Linda Detwiler, BSN, RN, administered vaccines at all three sites. “I volunteered because I could, plain and simple,” she says. “It is not a difficult thing to use your skills to help those in the community; it is actually a gift. I find it very gratifying to be part of a team that goes the extra mile to help keep our community healthy.” Detwiler has participated in other service projects with the ED team, including Aidan's Heart Foundation screening events for young people, the fall cardiac screening for first responders (see page 10), and the Home Cook Heroes Program at the Gift of Life Family House for transplant patients.

BRINGING HEALTH SCREENINGS AND EDUCATION TO HONEY BROOK'S LOW-INCOME RESIDENTS

At the end of 2017, Julie Funk, MS, RD, CDE, LDN, director of Community Health and Wellness Services at Chester County Hospital, received a request from the Honey Brook Food Pantry in the county's northwest corner: Did the hospital have someone who could perform blood pressure screenings during food bank hours? Funk quickly said yes and thought of the perfect candidate: herself.

She not only lives in Honey Brook Township but also is a certified diabetes educator and registered dietitian who understands the connections between food insecurity and health. She had worked with the Chester County Food Bank in the past, connecting some of the hospital's prenatal clinic patients with its services. Also, thanks to the hospital's Community Health Needs Assessment, Funk says she knew that Honey Brook was one of "six hot spots of poverty" in the county. And despite her numerous management responsibilities, Funk has always made it a priority to offer her expertise outside the hospital walls.

"When I step out of my administrative role and into the grassroots of community health, I do so with a sense of pride," she says. "I get to put my boots on the ground and do what my staff does. We take what we do to where people are. That is the heart and soul of what our department is known for."

Two Wednesdays each month, when the Honey Brook Food Pantry opens its doors to area residents, Funk is on site to provide not just blood pressure screenings but also health education and individual counseling. In an average month, about 300 to 400 people come to the food pantry; as they gather in the waiting area, Funk mingles with them and strikes up conversations. Each time, she counsels

roughly a dozen individuals about specific health concerns and speaks with about 75 others. She chooses a monthly theme to focus her educational efforts, such as how to quit smoking, pack healthy lunches or eat healthier with diabetes.

"I might be walking around with the ChooseMyPlate model [a visual for eating healthy, balanced meals], or a visual that shows how much sugar is in certain drinks, or that shows what high blood pressure is and what it does to the body," she says.

Funk also relies heavily on a network of community partners developed over her 22-year career with Chester County Hospital. For example, she recently invited a dentist from Community Volunteers in Medicine, which provides free health care to the uninsured in Chester County, to visit the pantry and counsel clients with dental problems. On October 10, she partnered with the Chester County Department of Health to provide free flu vaccines during food pantry hours. Thirty people—about one-third of the visitors that day—received their flu shots.

"I try to connect people to services," Funk says. "The needs they bring to me are often far beyond blood pressure and nutrition. So then my role is one of referral and connection, helping them find what's available through Chester County to meet those needs."



Chester County Hospital's Julie Funk volunteers her time to perform blood pressure screenings and health education at the Honey Brook Food Pantry twice each month.

And the needs are great, despite the fact that Chester County is one of the wealthiest in Pennsylvania. In Honey Brook, newer developments of luxury townhomes and carriage houses can overshadow the fact that there are 15 mobile home communities with nearly 1,000 units along Route 322. Honey Brook Township has a 15-percent poverty rate—among the highest in the county—and nearly 40 percent of elementary students in the Twin Valley School District receive free or reduced lunches.

"What really got my attention after I started going to the food pantry was the extent of poverty and it's just dramatic," Funk says. "There are traumatic things these people have been through. But it is a happy and welcoming place that they come to. All of the volunteers make it that way. We know people's names and we treat them with dignity and respect."

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 outreach and education initiatives.

As Funk gets to know certain repeat clients, she is able to offer help tailored to their health needs. She describes a grandmother with out-of-control diabetes who works two kitchen jobs and is raising her grandchildren—leaving no time for a diabetes education class. So Funk gave her a copy of the book that Chester County Hospital uses for education, and this client comes a half hour before the pantry opens to talk about how to manage her diabetes. Funk helped another client with severe dental issues get nutrition drinks to boost her weight and then connected her with free dental services. She worked with another young woman who had gestational diabetes during pregnancy and did not realize the importance of getting her blood sugar checked after her baby was born. Funk made sure she went to her physician, who then diagnosed her with Type 2 diabetes.

"These all seem like little things. But every little thing that someone does might not have happened otherwise," Funk says. "My role focuses on blood pressure, nutrition education, referrals, health coaching—and also kindness and compassion."



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 an environment in which health and prevention education are readily accessible for the county's first responders.

TURNING TRAGEDY INTO ACTION: SCREENING CHESTER COUNTY'S EMERGENCY RESPONSE TEAM FOR CARDIAC RISK FACTORS

Members from Chester County's Central and Regional Emergency Response Teams review their Heart Tracks Screening numbers.



Some people are just larger than life: They connect easily with those around them and make an impact on everyone they meet. If they are in a public service profession, their influence can extend way beyond their family and friends to include the larger community. In April 2018, Chester County's Caln Township lost one of these exceptional influencers in life, but his impact of service would continue to be felt even after his passing.

Sergeant Christopher Sambuco was a member of the Caln Township Police Department and Chester County's Regional Emergency Response Team (ERT), commonly referred to as Special Weapons and Tactics (SWAT). He was also a beloved friend, neighbor, husband, and father of four. "He was very personable,



happy and in great shape. We'd work out together and run 5Ks together, and he was always up front leading the pack," recalls Bo Story, longtime friend and West Goshen police officer. The 42-year-old was incredibly active and the picture of health—to the naked eye at least. Despite his healthy lifestyle, "Buc," as he was lovingly called by those close to him, died suddenly on April

12 after suffering a major heart attack. There was no indication he was at risk for heart issues besides a strong family history of heart disease, which was unknown to him.

Buc's passing sent shockwaves through the community—especially through his close-knit ERT family. "You look at us and think that because we physically look healthy and in shape that we don't have anything hidden," says Detective Sergeant Jeff Heim of Willistown Township. "Buc's passing definitely shocked us and was a real eye-opener that anyone can be a candidate for a major heart episode."

ERT members develop strong bonds as they respond to calls that involve crisis situations such as barricaded subjects, hostages, and arrest warrants. It was that bond that inspired Shiloh Kramer, MSN, RN, NRP, PennSTAR flight nurse and paramedic, to turn this tragedy into action. Kramer first met Sgt. Sambuco in 2007 after joining the team as a medic and immediately felt a connection. "He was one of those people that, no matter who you are, made you feel welcome. Joining the ERT can be a bit intimidating at first, so I was grateful to him," she says.

Even as Kramer mourned, the clinician in her started thinking about how this tragic loss might help other first responders. "I did some research and found that police officers are at 30-percent higher risk of dying from sudden cardiac death due to stressful situations they are often involved in," she notes. At the time, Kramer was volunteering at an Aidan's Heart Foundation event in Downingtown to screen young people for the risk of sudden cardiac arrest. "I thought that if we do this for children maybe we could do something for the first responders," she says. As a former Emergency Department nurse at Chester County Hospital, she

knew that the Community Health and Wellness Services department at the hospital offered a Heart Tracks Screening Program for the community. She floated the idea of screening ERT members to two Chester County Hospital cardiologists she knew well—Clay Warnick, MD, and Timothy Boyek, MD—and both jumped on the idea.

"First responders are the ones bringing patients to receive care but they are at similar cardiac risks because of the stress they face on the front line," Dr. Boyek says. "Stress is a risk factor for heart disease and this population has an incredibly high-risk job. We are a community-based hospital serving this population 24-hours-a-day, seven-days-a-week. Doing this screening seemed like the right thing to do without reservations."

Dr. Boyek and Dr. Warnick signed on along with cardiologist Neerav Sheth, MD, nurse practitioner Valeria Penders, CRNP, and cardiac thoracic surgeons Steven Weiss, MD, and Robert Wenger, MD. The plan was to offer heart health screenings to both the Central and Regional Emergency Response Teams in Chester County. This would include measurements of blood pressure, cholesterol, height and weight; an electrocardiogram; and questions about diet, exercise, sleep patterns, and family history. Scheduling worked in the project's favor, as the ERTs had two mandatory trainings in late June 2018 at the Chester County Public Safety Training Campus in Coatesville—a perfect opportunity to capture members for screenings.

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That's probably the most surprising thing about all of this:

We ran 5Ks together, got our families together, played hockey together.

We played hockey the morning he passed.

He was an athlete, he was in great shape, and it was just shocking. If something like this can bring attention for one or two people where they can get help beforehand, and they don't get Chris's results, that would be huge.”

”

MIKE CARROLL, LIEUTENANT,
WEST GOSHEN POLICE DEPARTMENT

Pictured above: Sergeant Christopher Sambuco | Top L-R: Cardiologist Clay Warnick, MD, sat down with many participants to review their screening results | Each participant received body measurements, blood tests, electrocardiograms, and health counseling as part of the event | Bo Story, West Goshen police officer, reviewed his final results with cardiac thoracic surgeon Robert Wenger, MD | ERT members also answered questions about diet, exercise, sleep patterns and family history to round out their screenings | L-R: Neerav Sheth, MD; Timothy Boyek, MD; Clay Warnick, MD; Robert Wenger, MD

Over two days, 54 officers underwent screenings and met with one of the cardiologists. About 20 percent received a recommendation to have additional testing. But the men were “mostly fit” and cardiovascular risk overall was low, notes Julie Funk, MS, RD, CDE, LDN, director of Community Health and Wellness Services, who was also part of the event. She adds that 42 percent had a family history of heart disease—a significant finding that highlighted the importance of making good lifestyle choices. “The main concerns that surfaced were disrupted sleep patterns due to shift work and odd meal times,” she says. “There was a lot of concern raised about how to eat more healthfully as they are ‘on the run’ and not always where they can get good nutritional choices.”

Although the screenings were a great opportunity for education, there was another important benefit: They gave Sgt. Sambuco’s colleagues the chance to again honor his memory and share stories about how much he meant to them. Shiloh Kramer and the team are planning to publish their findings and possibly expand the screenings to law enforcement, fire services, and emergency medical services throughout Chester County.

“Buc was a loss to everybody.
Whatever we can do to honor his name and
memory is what I want to do.
And if we can help people in the process,
that’s even better.”

SHILOH KRAMER

The respect and admiration for Sgt. Sambuco were evident in his funeral procession, which closed down a stretch of Route 3 from his hometown West Chester to Newtown Square, and a GoFundMe scholarship campaign for his children that is close to raising its \$150,000 goal from nearly 1,000 donors.



SPREADING THE WORD ABOUT

Smart 911

As Community Health Educator Susan Pizzi, RN, MS, wrapped up a recent session of Chester County Hospital's "Matter of Balance" fall prevention education program, she added something new: She pulled up her Smart911 profile online and showed it to the class. Smart911 is a nationwide digital service that has been available to Chester County residents since 2017. **ITS GOAL?**

Make sure that the local 9-1-1 center and first responders automatically receive information that can help them get the right care to the right place quickly.

When people create their profiles at Smart911.com, they can enter medical history and medications, emergency contacts, their cars' makes and models, and the names and even photos of people and pets in the household. They can include instructions about how to find and quickly access their homes or workplaces in case of emergency. And they can attach multiple phone numbers to the profile, including a cellphone. This is a key feature, as 75 percent of the 160,000 9-1-1 calls made in Chester County in 2017 came from cellphones. Unlike a landline emergency call, a cellphone call can't pinpoint your exact location.

"Let's say your phone is registered and you are unresponsive," Pizzi says. "When someone uses your phone to call 9-1-1, your medical information is right there. Maybe you have diabetes or

are on a specific medication. The person who calls might not know that, but the paramedics will." Or suppose you live in a townhouse development where all of the houses look similar, she adds. Your profile can include a photo and identifying details that the 9-1-1 dispatcher can use to guide first responders.

For older adults with fall risk, like those in Pizzi's class, this added information could be life-saving. But all residents can benefit from enrolling in Smart911. This is why Chester County Hospital has been partnering with the Chester County Department of Emergency Services since early 2018 to get the word out to the community. Smart911 is now included in the hospital's educational programs on fall prevention, diabetes and heart failure. Promotional cards and flyers are available in the Emergency Department, the Heart and Vascular Center, and on some units.

But the efforts to publicize Smart911 first took root with the hospital's ongoing push to offer Hands-Only CPR classes, Pizzi says. Bystanders are often hesitant to perform CPR when someone collapses, just as many people hesitate to call 9-1-1. But any delay in getting the right care started can be dangerous or even fatal. She and the other members of the hospital's cardiovascular outreach team promote that message however they can. The American Heart Association recommends calling 9-1-1 and then performing Hands-Only CPR—with no mouth breathing—as a two-step process that most people can learn to help someone in cardiac arrest.

"We call it 'treating from the street,'" says Pizzi, "and we try to get the community involved." When the team learned that Smart911 was available in Chester County, she adds, it seemed to "supplement our efforts beautifully."

Ralph Smith, BSN, RN, CCCC, coordinator of the Chest Pain Center and a member of the outreach team with Pizzi, recalls hearing about Smart911 at a community health fair and immediately seeing its potential. The team toured the 9-1-1 Communication Center in West Chester and then invited Chester County Department of Emergency Services Acting Director John Haynes and Community Outreach Coordinator Amy Amer to present Smart911 at a Chest Pain Center meeting and to the hospital's clinical managers.

"The Chest Pain Center is focused on building a system of care—and when I say 'system of care' I mean that to include the public," Smith says. "The sooner someone realizes they are having a cardiovascular event and the sooner they get help, the better outcome they have."

He adds that the 9-1-1 Center is a critical part of that system. "The training of the call takers is top of class," he says. "We can help them provide an even better system of care by urging people not just to call 9-1-1 but to sign up for Smart911. You can give better care to patients when you know their history."

Smart911 users can provide as much or as little information as they wish and update it over time. The profile is available only to

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 partner with the Chester County Department of Emergency Services to share the importance of Smart911 registration.

the 9-1-1 agent who takes the call, and he or she then passes the information along to the emergency medical services (EMS) team. If someone travels outside of Chester County, the profile will show up if the local emergency response center uses Smart911. John Haynes of Chester County Emergency Services notes that it is part of a national initiative called Next Generation 911, which aims to better harness the power of information technology.

"9-1-1 services have traditionally been behind the technology curve," Haynes says. "Now we are a mobile society and how much time do you really spend in your home?" As people phase out landline phones, attaching information to cellphone numbers makes sense, he says. At the same time, the population is aging and many people live alone or with a similarly-aged partner. "The ability to have someone's medical history, medication information and contacts for family members—that is just amazing."

Smart911 is a powerful tool—but only if residents sign up for it. Haynes notes that about 30 residents per month were signing up in early 2018, but that number spiked to 77 in August. He and his team are now working on technology that would allow 9-1-1 call takers to create a secure link to a person's Smart911 profile that could be sent directly to EMS and the Emergency Department at Chester County Hospital.

"The better prepared hospital staff can be when someone arrives to the Emergency Department is only going to help our citizens," Haynes says. "Every time a person walks out of the hospital and can get back to their lives, that is a success story."



LIFE RECLAIMED

In 2020, Chester County Hospital will complete the largest expansion in its history: 250,000 square feet of added space and 26,000 square feet of renovations. The project features a state-of-the-art procedural platform with 15 operating room suites, a 99-bed patient tower, a new main entrance and an expanded and renovated Emergency Department.

Distinguishing this project beyond its unparalleled size is its environmental sensitivity. It was designed and is being built with an eye toward achieving LEED Silver certification. LEED, or Leadership in Energy and Environmental Design, is a globally recognized symbol of excellence in green building. The components that are part of LEED-certified buildings ensure electricity cost savings, lower carbon emissions and healthier environments.

LEED credits are awarded by third-party technical reviewers. Based on the number of credits achieved, a project earns one of four LEED rating levels: LEED Certified, Silver, Gold, or Platinum. “In terms of the construction,” Larry Bell, senior project manager for the expansion and renovation, says, “we’re employing some measures to maximize the use of a range of recycled material, from the steel to ceiling tiles to the furniture.”

In accordance with the certification, a certain number of spaces in the new parking lot will be designated for staff who carpool. A large area of that lot will be pervious pavement, which will enable more rainwater to infiltrate the ground and, in turn, less to be shed by the campus. All of the lighting fixtures in the expansion and renovated Emergency Department will be LED and the plumbing fixtures, water-efficient.



The feature that likely will be most widely appreciated, though, is a large rooftop garden, the hospital’s second. Lasko Tower overlooks one, but the new garden will be built in view of many of the new inpatient rooms. Researchers from Penn’s Urban Health Lab have found that access to green views is associated with improved general mental health, reduced mental fatigue, and improved coping with stressful settings—potentially making a hospital garden the perfect prescription for families of patients who are ill or injured.

In addition to transforming the building to be green-friendly, Chester County Hospital is also transforming the way the community thinks about health care. From advanced technology to an on-site retail pharmacy, the growing medical needs of the community are covered—all while providing expedited access to emergent treatment, healthy options for grab-and-go meals, and a full suite of health and wellness offerings—in house and throughout the county.

“

We’ll reduce rainwater run-off, and most importantly, provide nicer scenery and a better experience for our patients.

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LARRY BELL, SENIOR PROJECT MANAGER
FOR THE EXPANSION AND RENOVATION

