

HEALTH EMPOWERMENT PARTNERSHIPS

CHESTER COUNTY HOSPITAL
COMMUNITY BENEFIT REPORT 2017



Penn Medicine
Chester County Hospital

VISION:

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

FEATURES



TO-JO MUSHROOMS, INC.
COMMUNITY VOLUNTEERS
SHILOH PRESBYTERIAN CHURCH
CHESTER COUNTY FOOD BANK
FIRST RESPONDERS
RED COAT AMBASSADORS

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

RoadMAPP to Health: A Comprehensive Health Assessment for Chester County.

From this effort common goals, fresh tasks and creative opportunities have developed. Chester County Hospital's Community Benefit Report 2017—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.



EXTENDING HEALTH CARE BEYOND THE HOSPITAL WALLS

By Francis T. Strong

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 investigate and understand the specific cultural, community and health barriers to accessing recommended health screenings in the Hispanic community.

ON OCTOBER 17, 2017, the workers from To-Jo Mushrooms, Inc. filed into their large break room after spending the morning harvesting and packaging crops. Once the employees had settled into their seats, the usually white and grey room had a bright pink hue bouncing off the walls. Each worker donned a breast cancer awareness t-shirt in the trademark color as they prepared for their lunch and an important opportunity to learn about breast health from Chester County Hospital and La Comunidad Hispana.

TO-JO'S ANNUAL EDUCATION SESSION AND FUNDRAISER FOR BREAST CANCER AWARENESS MONTH WAS PLANNED BY THE COMPANY'S WELLNESS COMMITTEE. CHESTER COUNTY HOSPITAL AND LA COMUNIDAD HISPANA PARTNERED TO PROVIDE EDUCATION FOR THE DAY IN ENGLISH AND SPANISH.

A greater sense of responsibility comes with being a community-based hospital. Among them, a pro-active approach to addressing the community's health questions and concerns. That means providers and hospital staff care not only for individuals who walk through the doors of Chester County Hospital, but they can also be found throughout the county. They are in workplaces, houses of worship, and social service agencies. They partner with key people in the public and private sectors, as well as the nonprofit world, to identify problems, answer questions and steer patients to those who can best help them.

For Chester County Hospital, those outreach efforts have been led for two decades by Susan M. Pizzi, MS, RN, community health education coordinator.

"What makes our hospital unique is that we are community based. We feel strongly about the protection of our residents and prevention is a key part of our mission," Pizzi said. "We know we can't do it all alone but, working cooperatively, we can help community groups that are dealing with issues such as the opioid crisis, safe kids' initiatives, or cardiovascular health, for example, by increasing awareness."

One current partnership, to promote breast health, involves To-Jo Mushrooms, Inc. in Avondale and La Comunidad Hispana, a bilingual social service agency founded in Kennett Square in 1973. The agency has grown to include health and dental centers, educational classes and job placement.

The hospital, through the Chester County Community Health Needs Assessment, and La Comunidad Hispana, have identified that Hispanic women over age 40 are not getting annual mammograms because of many barriers including: language issues, limited time, little or no insurance and a lack of awareness on the health issues involved.

"La Comunidad Hispana provided mammograms but needed help bringing awareness into the community," Pizzi said. "Chester County Hospital had the nurses who could explain the importance of self-examinations, the need for mammograms, and the impact of their lifestyle choices, such as smoking and alcohol intake. Unfortunately, what our team didn't have was the language skills."

By working together, the hospital, To-Jo's, and La Comunidad Hispana tackled all these barriers with a bilingual, lunch-hour program on breast health at the job site in October 2017. La Comunidad Hispana provided the interpreters, To-Jo's supplied the captive audience and Chester County Hospital brought both the expertise and the culturally appropriate health education materials that the workforce could share with others in their families and community.

"This partnership let us teach the working women, and men, when they were available," Pizzi said. "The programs are really well-received. They open the door for us, and allow us to let people know what services Chester County Hospital and La Comunidad Hispana offer."



This was not To-Jo's first such session. It has a strong, well-established wellness committee, Pizzi noted, and suggestions from employees and hospital staff are taken seriously by the company, both for the lunch-hour programs and the annual wellness day fair.

For Pizzi, every encounter in the community is a chance to broaden the network. Adding partners can lead to more programs and further opportunities to share the hospital's services and expertise.

"Each partnership opens another door," Pizzi said. "For example, we had an event for Fire Prevention Month. While at this outreach, someone from the Department of Emergency Services invited us to a meeting with a faith-based group and said, 'Let's see what we can do.' Nothing may come of it, but it will allow me to meet other people, find out what they need and introduce them to someone at the hospital who can help."

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 cope with pain, anxiety and withdrawal.

CREATING COMFORT THROUGH CUDDLING

For the more than 500,000 premature babies born in the U.S. each year, human touch can have a powerful impact on healthy growth and development. To ensure that all babies, including those who are the most vulnerable, get the hugs they need to thrive, the *Huggies' No Baby Unhugged* grant has awarded Chester County Hospital \$10,000 to help establish a volunteer newborn-hugging program. This initiative will provide much-needed physical interaction for newborns that can help make their transition from the hospital to the home quicker.



CHESTER COUNTY HOSPITAL'S VOLUNTEER CUDDLERS
 TOP ROW FROM LEFT TO RIGHT: SHERRY ALLEN, DIANA PALERMO, KATHY MORAN, LISA COCCO, JEANNE HUTTON, STEPHANIE SUTTON, BEA BATTISTA, PAT BOVE
 BOTTOM ROW FROM LEFT TO RIGHT: MELISSA SLIFER, KATHY MULL, BARBARA FELL, DIANE SCHERTZER

"The NICU and Pediatric staffs at Chester County Hospital are honored to be chosen for the *Huggies' No Baby Unhugged* grant. It will be used to start a cuddling program in our hospital to benefit premature babies and infants withdrawing from maternal drug use," said Stefanie Steinberger, DPT, lead physical therapist for the Neonatal Intensive Care Unit (NICU).

Susan Cacciavillano, BSN, RN, clinical manager of the NICU, added, "We serve some low socioeconomic populations who may not have reliable transportation to and from the hospital to see their babies. Between these families and the number of babies admitted with neonatal abstinence syndrome (NAS), we believe that a Cuddler program will benefit our most vulnerable patients."

Research shows that ample human contact aids babies in their development of good, clinical outcomes. Interventions, such as holding, rocking and soothing babies as well as singing and talking to babies, support weight gain, reduce length of stay, improve brain development, and in the long term, enhance the development of trusting relationships.

The plan to implement a Cuddler program has been in the works for some time. In September 2016, Cacciavillano and Steinberger met with Penn Medicine colleagues from Lancaster General Health to talk about their Cuddler program and how to bring it to Chester County. "All of our training practices, guidelines and implementation plans stemmed from Lancaster General. Their

team was instrumental in getting our program off the ground," explained Cacciavillano. The shared information and implementation did need some amending, as Chester County Hospital planned to introduce the program not just in its NICU, but also in its Pediatrics unit. It launched in November 2017.

"Our Pediatrics team helps a lot of babies with NAS, too. These babies are unable to self-soothe due to the painful effects of drug withdrawal. Cuddlers will be invaluable for keeping these babies calm and content while they are going through something so difficult," Steinberger explains. "In addition, we now know that exposure to stressful or painful situations adversely impacts the development of the premature brain. Our Cuddlers will provide a calming technique called containment to help these premature babies tolerate difficult procedures, which will improve their development in the future."

After hearing about the *Huggies' No Baby Unhugged* program, Cacciavillano and Steinberger applied and heard back roughly one month later that the hospital had been chosen as one of just seven recipients nationwide.

The hospital will use the grant to put its program in place and to train volunteers. The volunteers are required to go through an interview process and attend the hospital's orientation, volunteer orientation and an eight-hour training program taught by NICU and Pediatrics staff. They must also pass a background check and health screenings, have child abuse clearances and be 21 years or older with previous baby handling experience. Cuddlers will receive updated training as needed and must pass annual competency tests.

During their required weekly set schedule, Cuddlers will perform a range of duties including rocking, cuddling, patting, and reading and singing to infants to help soothe and calm them. They will also help with secondary tasks including, greeting visitors in the

units, wiping down surfaces to reduce infection risks, running errands, assembling information packets and other duties as assigned.

The Cuddlers will play a large role in the hospital's impending NICU expansion, which began in late 2017. The project will increase its capacity from 12 to 15 beds and provide more space for growing and healing.

"Having Cuddlers in place before the transition to the new NICU is important. The Cuddlers will play a large role in creating a smooth process for the babies," said Cacciavillano.

Cuddling occurs when parents or family members are not present to hold or calm infants. The volunteers will work with bedside nurses to provide the appropriate comfort measures. Parents will be taught the benefits of the program and why it will become the standard of practice in the NICU and Pediatrics units to ensure that these vulnerable babies will have the benefit of human contact daily.



CHESTER COUNTY HOSPITAL PARTNERS WITH CHURCH WELLNESS GROUP TO REDUCE BREAST CANCER DEATHS

HAVE A LITTLE FAITH AND A LOT OF SUPPORT

On a cloudy Sunday in early October 2016, 90 women gathered to share a meal and hear breast cancer survivors and health professionals share their knowledge and stories about the importance of routine mammograms and early detection.

While the air outside may have been chilly, the support and genuine concern shared in that room warmed everyone's hearts.



PHOTO 1: L-R: MARLESA R. MOORE, MD, BRENDA E. BRYAN, SR. RESEARCH-OUTREACH COORDINATOR PENN MEDICINE ABRAMSON CANCER CENTER, INGRID GALES, FINANCIAL COUNSELOR, PENN HEMATOLOGY/ONCOLOGY, OLENGA ANABUL, MPH CANDIDATE PHOTO 2: MARLESA R. MOORE, MD, DEMONSTRATES A SELF-BREAST EXAM PHOTO3: L-R: JULIE FUNK, DIRECTOR OF COMMUNITY HEALTH AND WELLNESS SERVICES, SHEILA BOWERS, SHILOH PRESBYTERIAN CHURCH, SUSAN PIZZI, COMMUNITY HEALTH EDUCATION COORDINATOR

The event, titled "Pink Ribbon Sunday," was held October 2, 2016 at Shiloh Presbyterian Church Community Outreach Center, in Oxford as a primary educational kick-off event for a breast cancer awareness project focused in southern Chester County. The goal of the event was to reduce breast cancer incidences and mortality among African American women (and men) in Chester County.

Chester County Hospital's Community Health and Wellness Services began this project as a result of its collaboration with the Chester County Health Department to complete the Chester

County Community Health Needs Assessment. This assessment uncovered data that showed African American women in southern Chester County, specifically the Lower Oxford area, have higher incidences of breast cancer deaths compared to many other areas of the county.

"This finding caused us to tap into what the barriers in care or education are in this community and how to break them," shared Julie Funk, director of Community Health and Wellness Services. "This event was considered a first step in the process,

and an important one to address the issue and enhance our commitment to helping women in this community prevent breast cancer, or detect it at an earlier, more treatable stage."

In addition to Pink Ribbon Sunday, the hospital established a work team that includes hospital representatives (Kelly Scott, Breast Health Nurse Navigator; Judy Suska, Oncology Program Director; Susan Pizzi, Community Health Education Coordinator; Julie Funk, Community Health and Wellness Services Director), community agencies (La Comunidad Hispana of Kennett Square and Oxford); Brenda Bryant, Outreach Coordinator/Health Educator for the Penn Abramson Cancer Center; and several women from the Shiloh Presbyterian Church congregation and Oxford community.

Shiloh Presbyterian Church is a small church that serves as an anchor to the African American community in the Lower Oxford area. The hospital's Community Health and Wellness Services department has worked with the wellness committee of the church for the past three years on various health programming, education and screening. The women of the church prepared the meal on Pink Ribbon Sunday and graciously welcomed the community to the event. "The women at Shiloh are connected to this community and we are so thankful for their partnership. They're really opening the door so we can make a difference for the women," said Funk.

Since the initiative's inception, the team has been hard at work surveying African American women in southern Chester County for the purpose of gathering information from this community and assessing barriers to mammogram screenings. These surveys were taken at street fairs, during individual encounters, by various community partner groups and at Pink Ribbon Sunday. "The results from the collection of surveys will help to define the next steps in this process," according to Funk.

Completed surveys have been sent to the Chester County Health Department for tabulation. The data gathered will be used to create further programming intended to overcome barriers and provide an appropriate response to them.

STRATEGIC QUESTION 3

How can the community increase awareness 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.

CCH + CHESTER COUNTY FOOD BANK

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 social service resources and information are readily accessible for the county's food insecure population.

IDENTIFYING FOOD INSECURITY, EVEN IN PENNSYLVANIA'S WEALTHIEST COUNTY



Chester County is the wealthiest among all 67 Pennsylvania counties. The median household YEARLY INCOME IS MORE THAN **\$85,000.**

It has also been ranked the #1 healthiest county in the state, boasts highly rated schools, solid corporations, thriving small businesses, and desirable neighborhoods. And yet, more than 25,000 county residents received over \$3 million in SNAP (food stamp) benefits because they do not have enough money to consistently put food—let alone healthy food—on the table each night.

IN CHESTER COUNTY
11,000+ CHILDREN
3,500+ SENIORS
3,400+ DISABLED ADULTS
BETWEEN AGES 18-59
ARE CONSIDERED FOOD INSECURE.

FOOD INSECURITY, ACCORDING TO THE U.S. DEPARTMENT OF AGRICULTURE, IS a household-level economic and social condition of limited or uncertain access to adequate food.

Awareness about the high percentage of food insecurity in Chester County has only recently appeared on Chester County Hospital's radar as its Community Health and Wellness Services department completed the 2016 Community Health Needs Assessment.

The hospital learned that while 7.1 percent of individuals live in poverty county-wide, there are a half-dozen municipalities that experience poverty rates in excess of 15 percent.

"It was eye-opening," said Julie Funk, MS, RD, CDE, LDN, director of Community Health and Wellness Services. "Our educators are out in the community working with people and organizations to talk about improving their lifestyle habits all year long. Having consistent access to healthy food is the first building block for a healthy life. But food insecurity appears to be a silent issue for many people."

Earlier this year, the Chester County Food Bank—a community health partner—reached out to Funk to talk about opportunities to address the hunger issue. The hospital has a long history with the Food Bank having organized many employee food drives over the years. Through community drives, the Food Bank distributed more than 2.5 million pounds of food to residents with limited or uncertain access to adequate food in 2016. It is aligned with about 40 food cupboards throughout Chester County.

This is also about the time that a Masters of Public Health graduate student from West Chester University, Laura DelGuercio, joined Funk's team as an intern. Eager to learn and create a solution, DelGuercio researched ways the hospital could assist with this county-wide concern.

As DelGuercio explored how other communities identified and reduced the percentage of hunger, she came across a food insecurity questionnaire that yielded positive results, and created a similar screening tool for Chester County Hospital.

Funk and DelGuercio approached the clinical manager of the Ob/Gyn Clinic, Deb Mellon, CRNP, to talk about piloting this questionnaire with her patients. They felt the Clinic was a natural partner to test this screening tool, as it provides free

THE SCREENING TOOL ASKED PATIENTS TO RATE HOW MUCH THEY RELATED TO THE FOLLOWING SIMPLE, YET POINTED STATEMENTS:

- 1**
We worried whether our food would run out before we got money to buy more.
- 2**
The food we bought just didn't last, and we didn't have enough money to get more.
- 3**
The Food Bank can call me.

or reduced-cost obstetric and gynecological health care services to the medically underserved women and Medicaid population—the same population affected most by food insecurity, according to nationwide studies.

"We are the only hospital-based prenatal clinic in Chester County. Last year alone, we provided care to 922 women and delivered 462 babies, which represents about 17 percent of all the babies born at the hospital," Mellon said. "Knowing our moms-to-be as well as we do, we felt that identifying any food concerns could help ease their stress and create a healthier home situation so they could feed their growing families."

To prepare, the Clinic staff attended a workshop so they were educated on the process. After training, they asked three key questions to patients prior to their appointments, and shared a list of local food cupboards for the patients to take home.

Over the course of 28 business days, the Clinic screened 201 patients. Of these women, 97 (48.3 percent) were identified as food insecure and 122 (60.77 percent) granted permission for the Food Bank to call them. DelGuercio's effort uncovered that an even higher amount of food assistance was needed than the Food Bank and Community Health and Wellness Services initially realized.

"What I found most surprising was that more than half of these individuals were looking for assistance, but didn't know where to go," DelGuercio reflected. The hospital then shared the data with the Chester County Food Bank, who then contacted the women

who requested a call to provide information on how to receive food assistance.

As a result of the Food Insecurity study, the Chester County Food Bank now pre-packages emergency food kits for the Ob/Gyn Clinic to have instantly available for their patients who acknowledge that they worry when their families will eat next. The boxes are nutritious and geared toward prenatal women.

There are discussions currently underway to expand the screening tool hospital-wide. Prior to the end of her internship, DelGuercio and Funk met with Case Management and Nutrition Services to discuss implementing the screening throughout the hospital.

Helping patients—our community—gain access to adequate nutritious food will improve their overall health, which is what everyone at the hospital is working toward. Asking our neighbors if they have access to enough food to feed their family and then connecting them to the right resources is the most obvious first step.



Editor's Note: Laura DelGuercio, MPH, successfully completed her Master's in Public Health with a concentration on Community Health at West Chester University in May 2017. Her Capstone Project was titled "Implementation of a Food Insecurity Screening Tool in the Hospital Clinic."

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 local municipalities and first responders to develop protocols and preparation for emergency response situations.

**THIS IS ONLY
A DRILL...
A CRITICALLY
IMPORTANT,
POTENTIALLY
LIFE-SAVING
DRILL**

In December 2016, an enraged patient tore through the Ambulatory Care Center at Chester County Hospital with a semi-automatic rifle looking for a doctor. Screams, cries and yelling were heard outside the unit. Police arrived within minutes, secured the unit and emergency medical technicians tended to the victims. Throughout the rest of the hospital, patients, employees and visitors were reassured over the hospital's paging system, "This is a drill. Security Alert, active shooter in Ambulatory Care Center, Take cover. This is a drill."

More than 100 hospital personnel and local first responders took part in the planned active shooter drill. Unit nurses, doctors and volunteer patients ran through what to do in the event of an active shooter. Upon arrival to the scene, police officers entered the building to secure the unit. Once the area was cleared, paramedics entered the building, one by one, to treat the victims. At the end of the drill, the team convened to review every action that was taken.

Throughout the year, Chester County Hospital conducts several emergency incident training exercises, including table-top drills, written scenarios, decontamination and mass casualty incidents. "Everyone in the hospital needs to be prepared and ready to act in the event of a real emergency situation," said John Felicetti, Chester County Hospital's director of Safety, Security and Emergency Management.

This hypothetical scenario is all too real and familiar. In the past two years, the country watched in horror as two of the largest mass shooting events in U.S. history took place in Florida and Las Vegas. Texas, Puerto Rico and Florida were also debilitated by hurricanes, all within in weeks of one another. In each of these incidents, local hospitals, medics, police, firefighters and medical professionals worked together to treat thousands of victims. Coordination, emergency preparedness and organization during times of crisis are imperative. These unfortunate events are what drive Chester County Hospital to be equipped in any emergency situation, and well-rehearsed in the event of an actual emergency.

"Practice makes permanent," Felicetti emphasized. "Rehearsing our active shooter drill tests our plans and educates staff and first responders on how to react to such a horrific event, especially in a health care setting." He explained that the health care setting is unique because it requires protection of not only patients but also guests and employees. "Our response protocols were developed with local police departments and first responders. Having this partnership solidifies our plans and enhances our ability to protect each other."

HOW A RED COAT IS EASING THE UNCERTAINTY OF A HOSPITAL VISIT



“Welcome to Chester County Hospital,”
IS ONE OF THE FIRST THINGS A PATIENT OR VISITOR HEARS UPON ENTERING THE
HOSPITAL’S LOBBY. WHAT THEY WILL SEE IS A SMILE, A WELCOMING Demeanor
and a bright red coat.

OUR TEAM OF RED COAT AMBASSADORS,
ALONG WITH OUR HELPFUL VOLUNTEERS WHO MANAGE THE INFORMATION DESK,
ARE NEW ADDITIONS TO THE HOSPITAL’S TEAM AND ARE PROVING TO BE
INSTRUMENTAL IN PROVIDING COMFORT AND EASE TO HOSPITAL VISITORS.

...

The Red Coat Ambassadors provide wayfinding guidance, patient and visitor escorts and general information about the hospital to anyone who comes through the lobby. This service became invaluable when the hospital changed the location of its front entrance in early 2017, due to construction. Kathy Stocker, Director of Volunteer Services, is quick to credit them with doing much more than providing directions, however.

“They build relationships. One team member has an uncanny way of knowing everyone’s name the minute they walk in the door. Another was invited to a patient’s final radiation treatment for the ringing of the bell, a tradition in Radiation Oncology. They are truly building relationships. Patients, visitors and hospital staff are so appreciative of their presence.”

Prior to beginning their positions, the new employees attended a rigorous orientation. They were trained on the ins and outs of the hospital, how to greet people, how to anticipate someone's needs before they ask and most importantly, how to make people feel comfortable, heard and understood during times of stress and confusion. "They are a walking, talking public service announcement for Chester County Hospital. They know the hospital began as a 10-bed dispensary in 1892. They know we joined Penn Medicine in 2013 so that patients could get the same world-class care and treatment offered in Philadelphia right in their own backyards," Stocker said.



MEMBERS OF CHESTER COUNTY HOSPITAL'S RED COAT AMBASSADORS AND INFORMATION DESK VOLUNTEERS: L-R: BEN JOHNSON, CONNIE PRENTICE, PEGGY PASTINO, MARIE ROBINSON, JENNIFER MOULDER, STEVE RUSSELL

The hospital's team underwent the Acknowledge, Introduce, Duration, Explanation, Thank (AIDET) Patient Communication Model Training which was adapted from Penn Medicine colleagues in Philadelphia. The Hospital of the University of Pennsylvania and the Perelman Center's Red Coat Ambassador programs were implemented in the fall of 2013.

Chester County Hospital's five Ambassadors were hired as a result of the hospital's expansion project. "We knew that the ongoing construction and the relocation of the main entrance would be a challenge for our patients and visitors. Bringing on the Red Coat Ambassadors was one of many changes put in place to mitigate confusion and hardship on our community," Stocker explained. The department is planning to add an additional five volunteer Red Coat positions in the coming year.

In September 2017, the team escorted more than 225 patients throughout the hospital. Just one month later, that number grew to 250. Individually, the Red Coats walk an average of 10 miles per day as a result of their patient trips. This service is available Monday through Friday from 7:30 AM to 8:00 PM and Saturday and Sunday from 10:00 AM to 6:30 PM.

Several positive reviews of this bright welcoming crew have been received highlighting the value this service brings. One letter of thanks came from an individual whose health issues made walking extremely difficult. After a loved one was admitted to the hospital, the visitor felt anxious about being able to manage the walking involved with visiting the hospital. Knowing that this guest can now come to the hospital, be personally taken to their loved one and taken back to the front entrance, "has made this challenging situation bearable."

This visitor shared that the Ambassadors are a
"blessing to the community and one cannot put
a dollar value on what they are doing."

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, handicapped, 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 THE COMMUNITY

BEDS

248 LICENSED

ADULT + PEDIATRICS ADMISSIONS

13,876

OUTPATIENT TESTS AND PROCEDURES

434,381

EMERGENCY DEPARTMENT VISITS

44,551

BIRTHS

2,799

EMPLOYEES 2,561

PHYSICIANS 687