



THE CHESTER COUNTY  
HOSPITAL *and Health System*



Community. Health. Service.

COMMUNITY BENEFIT REPORT FY2010

# MAKING LIVES BETTER EVERY DAY

The Chester County Hospital and Health System is an organization dedicated to the health and wellbeing of the people in Chester County and surrounding areas. The system—with a goal of making lives better every day—includes a 220-bed hospital in West Chester and satellite locations in Exton, Lionville, West Goshen, New Garden, West Grove and Kennett Square. Chartered in 1892 as a 10-bed dispensary, the Hospital is the only nonprofit, independent community hospital in Chester County.

In an ongoing effort to provide the most progressive services available, the Hospital has created unique partnerships with clinical leaders including the Cleveland Clinic for heart surgery, the University of Pennsylvania for cancer, radiation oncology and radiology, and The Children’s Hospital of Philadelphia (CHOP) for pediatrics and neonatal care. To ensure that Chester County residents have easy accessibility to the most advanced healthcare equipment, the Hospital has invested significant resources in its radiology, oncology, surgical and information systems technology.

True to its commitment to providing ways for people to maintain healthy lives, The Chester County Hospital and Health System offers a broad scope of high quality health education programs to the community. A wide variety of wellness programs and services that address specific life cycle needs and chronic health conditions are regularly available. Support groups offer individuals with specific health conditions the opportunity to share their experiences with others and learn from an experienced professional about how to manage and cope with health problems. Physician lectures give people the opportunity to meet the extensive Medical Staff – 550 physicians strong – and learn about important health concerns.

## Vision Statement

To be recognized as the leading provider of care in the region and a national model for quality, service excellence, and fiscal stewardship.

## Mission Statement

To provide each patient and their family with an outstanding experience, improve the health of our community, and attract, retain, and educate the best and brightest healthcare professionals.

## BOARD OF DIRECTORS

The Chester County Hospital and Health System is governed by devoted members of the community, who serve on the Board of Directors. All Board members volunteer their time and talents, and are required to disclose any conflicts of interest annually.

William W. Wylie, Jr., Chairman	Antelo Devereux, Jr.	Ms. Mell Josephs	L. Peter Soraruf, IV, MD
Nancy R. Corson	Alfred A. Gollatz, Esq.	C. David Murtagh	Mrs. Walter Stapleton
Celeste E. DeBaptiste, MD	John S. Halsted, Esq.	R. Marshall Phillips	William S. Wood, II
James S. Denham, IV	Maury Hoberman, MD	Mr. Richard A. Shorr	

## SENIOR MANAGEMENT

The Board has delegated responsibility for the day-to-day operations of the Health System to the President and senior management team.

Michael J. Duncan, President and CEO, Health System. Date of Hire: 2011

Michael D. Barber, MHA, President and CEO, Hospital. Date of Hire: 1996

Angela R. Coladonato, RN, MSN, NEA-BC, Senior Vice President and Chief Nursing Officer. Date of Hire: 2006

Richard Donze, DO, MPH, Senior Vice President, Medical Affairs. Date of Hire: 1993

Kenneth E. Flickinger, MBA, Senior Vice President for Finance and Treasurer. Date of Hire: 1973

Paul F. Huberty, MBA, Senior Vice President, Strategic Planning & Marketing. Date of Hire: 2008

Kevin R. O’Brien, JD, MLT, Senior Vice President, Development. Date of Hire: 2007

More information about The Chester County Hospital can be found at [ChesterCountyHospital.org](http://ChesterCountyHospital.org).

The Health System also invites those interested to follow it on Facebook, Twitter, LinkedIn, YouTube and Flickr.



*Dear Neighbors,*

**If you are familiar with The Chester County Hospital and Health System, then you know our roots have been firmly planted in the heart of the County since 1892.**

We are proudly independent and not-for-profit, making us unique among our Chester County healthcare peers. This status gives us the flexibility to listen to the health needs of our neighbors and to act upon them swiftly.

For nearly 120 years, our Hospital has been fulfilling its mission to serve the healthcare needs of our community. We realize that we cannot rely on our history alone to demonstrate the benefit that we bring to our community. We recognize that today's neighbors have different health concerns, needs and expectations than those from 1892 or even 2002.

Our community shared with us that there was a gap in the quality of healthcare in parts of the county, especially for our neighbors who speak English as a second language. With a Medical Staff that surpasses 500 physicians, The Chester County Hospital was able to identify the right physicians with the best qualifications to serve the community to provide greater equality and accessibility to care, helping residents to proactively manage their health.

Our community expressed a need for high-quality obstetric and gynecological services for uninsured or underinsured women. In fact, this has been an ongoing need for more than 30 years. Our Ob/Gyn Clinic is the only Hospital-based prenatal service for women in need. It continues to surpass national standards for effectiveness and quality, but makes an even bigger impact on the health of local mothers and their newborns.

Our community has a great understanding about the role family history plays in their health, but needed local health education resources. We have established many different types of screenings, educational courses and wellness programs – many of which are free – to teach people about their risks and symptoms of disease. With this knowledge, our neighbors can then effect change within their own lives and their families.

Through this Report on Community Benefit, we are sharing a snapshot of what we've learned, how we've responded and the results we've witnessed in fiscal year 2010. Although this is the first time we have documented the extent of our charitable care and community outreach programs in a publication such as this, we have been supporting the health needs of our community for more than a century. We have always considered it to be our responsibility as your community-based Hospital to provide you accessible, affordable and state-of-the-art medical services.

*Thank you, in advance, for your support of our health programs. If there is any health need you feel we should address in your community, please contact us and we will do our best to help.*

*Our best,*



William W. Wylie, Jr.  
Chairman, Board of Directors



Michael J. Duncan  
President/CEO

# Community Needs Assessment

The Chester County Hospital's Planning Department maintains an inventory of resources that it utilizes to assess the health and medical needs of the surrounding community. These resources include:

- Utilization patterns of The Chester County Hospital medical, surgical, physician and ancillary service sites throughout our service area community;
- Demographic profiles including age, sex, race, ethnicity, financial and education status;
- State and County health profiles;
- Inpatient and outpatient Hospital and surgical center utilization patterns throughout the County and Southeastern Pennsylvania;
- Service-area provider information including other Hospitals, outpatient and ancillary service sites (i.e. lab, X-ray, physical therapy), as well as physician practice locations.

These information resources are reviewed regularly to identify areas of change or growth in healthcare utilization patterns. Forecasting tools are used to project and quantify future demands on healthcare services based on population growth and historic and projected utilization trends.

The Hospital's Planning Department works with clinical and program leaders to develop strategies for program development based on these community needs assessments.

## Community Partnerships

With the goal of providing the most efficient and coordinated network of care possible for its patients, meeting their needs has led the Hospital to reach out to its surrounding community and cement many valuable and lasting partnerships and collaborations. In some cases, these relationships are referral relationships for patient care. In others, it is the opportunity to bring meaningful health education to a wider audience.

- Chester County Health Department
- Community Volunteers in Medicine
- La Comunidad Hispana/Project Salud
- ChesPenn Health Services
- Maternal Child Health Consortium
- Spanish Health Ministry
- The St. Agnes Spanish Ministry
- Catholic Social Services
- WIC (Women, Infants and Children)
- Chester County Prison
- Young Parents Program
- ACAC Fitness and Wellness Center
- YMCA of the Brandywine Valley
- West Chester University
- United Way of Chester County





## Needs Assessment Feature

The Chester County Hospital understands that in order to make healthcare accessible to the 3,500 Spanish-speaking residents of Chester County communication between patients and staff needs to be open, clear and comprehensible. The Hospital has made the necessary steps to ensure patients are adequately understood and cared for by creating a team of interpreters readily available for patients with limited English proficiency.

The demand for in-house Spanish interpreting at the Hospital has grown 92-percent since 2008, so the Hospital has been slowly making the transition from the Language Line to Interpreter Services. Where Language Line uses a remote third party to communicate over the phone, Interpreter Services gives patients and staff the ability to communicate face-to-face, allowing personal interaction as well as language and sight translation.

Managed by Gina Delgadillo, interpreters are available in-house, off-site and on-call throughout the week for interpretation, translation and education. Interpreters are also able to handle phone calls and help Spanish-speaking patients set appointments over the phone.

Interpreter Services enables the Hospital to better provide for Spanish-speaking patients, and will help to open the lines of communication between the Hospital and the community.

As part of their ongoing commitment to better health and prevention in the community they serve, Sandra Mancilla, MD, and Pedro Solanet, MD, of Kennett Primary Care, are family practitioners dedicated to providing culturally sensitive primary care to the underserved and Latino community. Each is committed to increasing preventive care awareness, particularly among women and children, in the areas of diabetes, hypertension and nutrition.

As a quality healthcare provider Kennett Primary Care scored in the 95th percentile on quality performance measures set forth by both Independence Blue Cross and Keystone Mercy.

To learn more about our Community Partners, visit [www.chestercountyhospital.org](http://www.chestercountyhospital.org)

## Medical Services

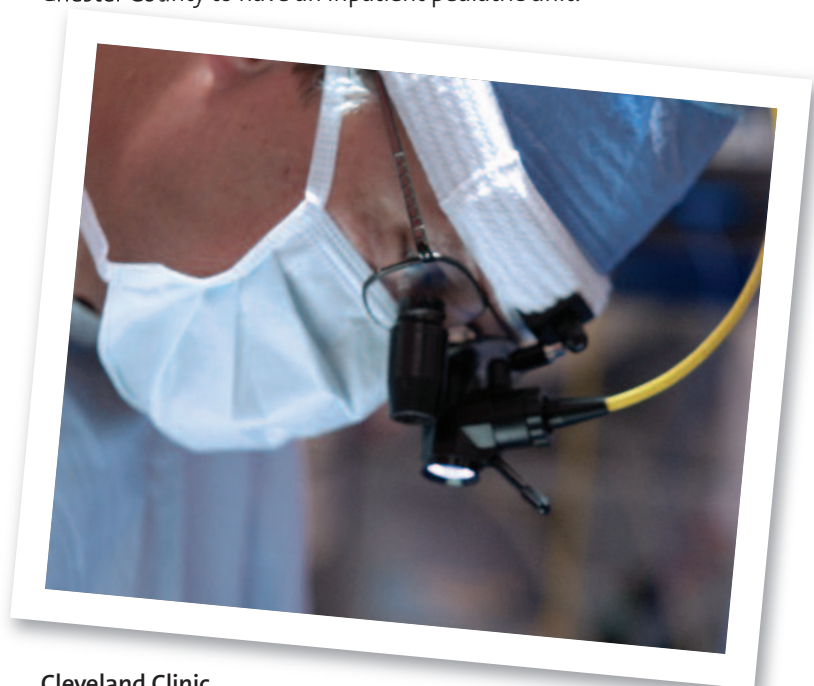
An array of inpatient and outpatient medical/surgical services are offered by The Chester County Hospital and Health System, including interventional cardiovascular services, open heart surgery, oncology, radiation oncology and comprehensive maternal/infant health services. The health system also offers home health and hospice care; skilled nursing care; occupational and employee healthcare; professional and technical education; outpatient laboratory; radiology and physical therapy services; prenatal care and gynecological care centers for the underserved; and cardiopulmonary rehabilitation.

### Major Clinical Affiliations

#### Penn Medicine

Affiliated since 1995, the Hospital's relationship with Penn Medicine extends to Cancer, Radiation Oncology, Radiology and Maternal Fetal Medicine. The Hospital is a charter member of the Penn Cancer Network.

**The Children's Hospital of Philadelphia (CHOP)** Affiliated since 1994, the Hospital has a 13-bed pediatric unit and a Level III Neonatal Intensive Care Unit (NICU) managed 24/7 by CHOP Pediatricians and Neonatologists providing on-site coverage. It is the only Hospital in Chester County to have an inpatient pediatric unit.



#### Cleveland Clinic

Affiliated since 2004, the Hospital is the only mid-Atlantic heart surgery affiliate of the United States' #1 heart program. The Hospital's cardiac surgeons have faculty appointments at Cleveland Clinic, which reviews the quality standards of the program every month.

### Specialized Care

Ambulatory Care Center  
Atrial Fibrillation Center  
The Cancer Program  
Cardiopulmonary Rehab Center  
The CardioVascular Center and Unit  
CHOP Newborn and Pediatric Care Network  
Emergency Department  
Hospice and Home Care Services  
Labor and Delivery Unit  
Laboratory  
Maternity Unit and Well-Baby Nursery  
Neonatal Intensive Care Unit (NICU)  
Neurodiagnostic Lab  
OB/GYN Clinic Services  
Occupational Health Center  
The Orthopedic Center  
Pediatrics Unit (Inpatient)  
Physical Rehabilitation & Sports Medicine  
Radiology Outpatient Services  
Women's Imaging Center  
Women's Specialty Center  
Wound Care Center

## Healthy Babies, Happy Families

Each year, hundreds of pregnant women make the journey to the prenatal center at The Chester County Hospital for their care. The opportunity to have one-on-one medical follow-through during their pregnancies makes a big difference in the health of their babies, making the Ob/Gyn Clinic Services team not just important to their families but in many patient's eyes – part of the family or "somos familia."

### FACTS

- It is the only Hospital-based prenatal care option in Chester County for uninsured women.
- It has been providing obstetric and gynecological care for more than 30 years.
- It offers education on breastfeeding, smoking cessation, car seat safety and more.
- Patients of the prenatal center receive care by board-certified, private, attending obstetricians on staff at the Hospital, a dedicated nursing team most of whom are bilingual, a social worker, and, if the baby should need it, the Hospital's Level III Neonatal Intensive Care Unit (NICU).
- Patients showing signs of having other medical needs are referred to one of the Hospital's specialists.
- For Clinic patients who do not qualify for health insurance, the Hospital offers a significantly reduced, flat-rate fee that covers the prenatal care through their six-week postpartum visit. The rate hasn't changed in about 30 years, the result of the Hospital's commitment to provide affordable care.
- The Hospital supplements the difference between the cost to the patient and the actual cost of care. Several foundations and community members provide support to the Hospital's effort to help uninsured families.



2010 OUTCOMES	GUIDELINES	CLINIC
Low Birth Weight	5%	4%
No Smoking	87%	94%
Breastfeeding	65%	92%

### STATS

- About 95% of the expectant mothers who come to the Clinic do not have health insurance at the time of their first visit. The prenatal center team is able to help more than 90% of them obtain Medical Assistance by the time they deliver.
- In FY2010, 523 babies were delivered by Clinic patients.
- Statistics show that the prenatal center's percentage of low-birth weight outcomes is well within the Healthy People 2010 guidelines.

To read more about the Ob/Gyn Clinic, visit [www.chestercountyhospital.org](http://www.chestercountyhospital.org)

# Community Outreach and Wellness Programs

The direction for developing education and outreach programs or for launching community initiatives to address significant health issues in collaboration with our community partners comes largely from the Healthy People report (Healthy People 2020 was recently released for this decade). This provides science-based 10-year objectives for improving the health of all Americans. For three decades, Healthy People has established benchmarks and monitored progress over time to encourage collaboration, to guide individuals towards informed health decisions and to measure the impact of prevention activities.

PROGRAM TYPE	Total # of Programs	# Direct contacts <i>by actual audience count</i>	# Indirect contacts <i>estimated interactions at large community event/fair</i>
Community Outreach Education	186	2,825	6,880
Community Outreach Screenings	58	1,445	0
Support Groups	57	576	0
Childbirth Education	51	770	0
Diabetes and Nutrition Education	57	3,460	0
Ob/Gyn Clinic		6,063	
<b>TOTAL IMPACT</b>	<b>409</b>	<b>15,139</b>	<b>6,880</b>

## Health Screenings

*Heart Tracks™ Cardiovascular Risk Assessment; Stroke; Skin Cancer; Oral Cancer; Breast Cancer; Blood Pressure*

## Health Promotions

*Physician Lectures; Speakers Bureau; Collaborative Programs with Community Groups; Wellness Presentations*

## Healthy Lifestyle Programs

*Healthy Steps to A Healthy Weight; Weight Matters; Why Weight? (Postpartum Weight Management Program); Stop Smoking Now!; Reversing Pre-Diabetes; Supermarket Tours; Nutrition Counseling*

## Childbirth Education

*Preparation for Childbirth; Refresher Class; Breastfeeding; Newborn Care Class; Maternity Tour; Sibling Class*

## Diabetes Self-Management Training

*Basic and Intensive Diabetes Self-Management Group Classes; One-on-One Programs for Diabetes Self-Management; Medical Nutrition Therapy*

## Statistics

The Hospital's annual financial investment for community health, childbirth education, diabetes and ob/gyn clinic services in FY2010 was \$1.6 million.

## Program Communications

To spread the word about upcoming events, the Hospital

uses the following communication tools:

- Wellness Calendar
- Synapse Magazine events listing
- Website dedicated Programs & Support section
- Social Networking, i.e. Facebook, Twitter
- Email Campaigns
- Direct Mail
- Newspaper advertisements
- Hand-distributed Flyers

## Locations

For individuals within our community who don't have easy access to transportation, the Hospital makes every effort to bring programs out into the community and offer them closer to their homes. This might include programs conducted at senior living facilities, senior centers, churches or schools. For specific communities in need, the Hospital frequently teams up with its partners already working in these areas.

## Fee Philosophy

To fulfill its mission to improve the health of the community, the Hospital strives to remove cost as a barrier to education. The majority of programs are offered at no or minimal charge. Others, such as diabetes management and weight control classes, often can be billed to or reimbursed by insurance.



# The Hearts of Heroes

## Protecting the Health of Those Who Protect Us

The West Whiteland Fire Company had not lost a firefighter in the "line-of-duty" since 1953, but in 2006 a member was directing traffic at the scene of a house fire when he had a fatal heart attack. It is this kind of crisis The Chester County Hospital hopes to prevent through outreach and cardiovascular education programs, such as Heart Tracks. Heart Tracks has been in place for seven years, and works in conjunction with the Hospital's CardioVascular Center, Cardiac Rehabilitation, and Outpatient Nutrition programs, as well as the Chester County Health Department. Having already offered Heart Tracks both on and off campus to local YMCAs, businesses and medical offices, the Hospital teamed up with two local fire companies to bring Heart Tracks directly to local firefighters.

### FACTS

- Blood pressure and cholesterol screenings are critical for people who routinely experience stressful situations, especially if they have undiagnosed coronary disease.
  - Heart Tracks participants are assessed for their risk of heart disease and diabetes.
  - The program components include a blood pressure screening, weight and body fat evaluations, Ankle Brachial Index, cholesterol, HDL, and blood sugar screenings.
  - A member of the professional team reviews the screening results with each participant to discuss their risks. A personalized care plan gives meaning and direction to the results.
  - To take steps in line with the U.S. Fire Administration's emphasis on physical fitness.
  - Firefighters are routinely under extreme stress. They may develop symptoms or complications from their heart disease that would remain silent in others.
  - The time and physicality of the work are rigorous.
  - A heart attack may occur because the stress causes a plaque to rupture or simply because their heart cannot keep up with the demand placed on it.
  - Lifestyle factors such as diet, exercise, and use of tobacco products take on even more significance.
  - "The advantage of an outreach program like Heart Tracks," he says, "is that it gives a chance to screen early on for any risk factors so that heart disease can be prevented."
- Of the 85 firefighter deaths that occurred in the line of duty nationally in calendar year 2010, 60% (51 firefighters) were the result of a heart attack or stroke.
  - According to the U.S. Fire Administration, "In nature and cause, stress and heart attacks killed a higher percentage of on-duty volunteer firefighters than career firefighters, making clear the need for increased emphasis on cardiovascular health, physical fitness, and overall wellness in the volunteer emergency services."
  - More than 30 members of First West Chester took part in the Heart Tracks program.
  - More than 40 participants of West Whiteland Fire Company participated. Spouses also attended.

### STATS

- Cardiovascular disease (CVD) is the leading cause of death in the United States, accounting for approximately 650,000 deaths per year.
- Studies show that the greatest risk for heart-related death is during fire suppression, followed by returning from an alarm, and then by responding to an alarm.

### TOBACCO GRANT ALLOWS FOR FREE SMOKING CESSATION PROGRAMS

The Community Health Education Department at The Chester County Hospital has been involved with the development and implementation of tobacco prevention and cessation programs for youth and adults for more than 10 years. These programs consist of multiple interventions involving families, schools and the community at large. There are four essential components: building strong community-based partnerships; reducing exposure to environmental tobacco smoke; reducing youth initiation to tobacco; and promoting cessation services to adults and youth. In 2008, the Hospital received a grant from the Health Promotion Council and the Pennsylvania Department of Health to fund these and new programs. The \$180,000 grant allowed for free smoking cessation programs during a 21-month timeframe.

# National Recognition of Quality

**Blue Distinction Center of Excellence awarded to the cardiovascular program by Independence Blue Cross.** This bi-annual designation is based on clinical data and recognizes high quality, affordable healthcare and positive outcomes. (Earned 2007 and 2009)

**With six Joint Commission Gold Seals of Approval™ in the areas of heart failure, heart attack, stroke, hip and knee replacements, and wound care,** the Hospital was the first in Pennsylvania to have six certifications and was the first in Chester County to receive any. (Earned 2008 and 2010)

Having the Gold Seal of Approval™ for stroke care, the Hospital earned the designation as a Primary Stroke Center from the Joint Commission. (Earned 2008 and 2010)

**The Wound Care Center earned the Center of Distinction Award and the Robert A. Warriner, MD, Center of Excellence Award** for its outstanding care and impressive outcomes. (Earned 2008 and 2010)

**The Society of Thoracic Surgeons recognized Cardiac Surgery outcomes at the Hospital as being in the top 10% in the country,** giving the program the highest honor – a Three-Star Rating. (Earned 2009)

CIO Magazine named the Hospital to its coveted CIO 100 list and honored it with its **+1 Award for innovatively applying technology to improve health outcomes.** The Hospital was one of only five recipients in the nation. (Earned 2009)

The diabetes program was one of only four programs in the Northeastern United States to receive the Medtronic **Center of Excellence Award for successful achievement of best practices with modern technologies in diabetes management.** (Earned 2009)

**Earning Press Ganey's Summit Award for Patient Satisfaction,** the Hospital is one of only four programs awarded in the country. Press Ganey works with more than 10,000 healthcare organizations to measure and improve their quality of care. (Earned 2009 and 2010)

The Hospital was the first to be designated a Chest Pain Center with PCI from the Society of Chest Pain Centers (SCPS). It is the first Center in Chester County. (Earned 2010)

**Achieving the Innovator Award from Healthcare Informatics magazine,** the Hospital has distinguished itself from a quality and safety perspective by automating the infection control process and improving patient outcomes through use of Information Technology. (Earned 2010)

CMIO Magazine awarded the Hospital the **Health IT Innovation Award for technology solutions related to infection control.** (Earned 2010)

**The Hospital received the Get With The Guidelines®- Heart Failure Bronze Performance Achievement Award from the American Heart Association** for achieving the aggressive goal of treating heart failure patients for at least 90 days with 85 percent compliance to core standard levels of care. (Earned 2010)

**With one of the most comprehensive instructional programs in the region, the Diabetes Self-Management Program** achieved Re-Accreditation by the American Association of Diabetes Educators for meeting all the national standards for diabetes self-management education and providing programs that track and maintain patient progress. (Earned 2010)

The American College of Radiology designated the Hospital's Outpatient Radiology Services as a **Breast Imaging Center of Excellence** for having high practice standards in mammography, stereotactic breast biopsy and breast ultrasound. (Earned 2011)

The Breast Health Program at The Chester County Hospital and Health System has been granted a full, three-year accreditation designation by the **National Accreditation Program for Breast Centers (NAPBC),** a program administered by the American College of Surgeons. (Earned 2010)

## Point of Care

### Information When and Where It's Needed

Already ahead of the curve by implementing electronic medical records long before most local hospitals, The Chester County Hospital is now at the forefront again with new technology that is improving the use of electronic medical records and bringing the process closer to the patient. Working in collaboration with Siemens Healthcare and Unified Medical Solutions, The Chester County Hospital has developed a cutting-edge system that makes it possible for information to be shared by clinicians instantaneously across the Hospital as patient care happens and where it happens, including at the patient's bedside.

New computer workstations have been installed in all patient rooms. The computers use innovative, first-of-its-kind software to provide clinicians with immediate, easy access to each patient's electronic medical record. The system allows doctors, nurses, and other authorized clinicians to accomplish a wide range of tasks at the patient's bedside, such as administering medications, documenting key assessments and activities, placing orders, or checking on test results such as X-rays or lab results.

New software and Siemens bedside computers, allow clinicians to get the information they need and input new information without leaving a patient's room. They are able to stay with the patient while they check on a lab test or make notations about the patient's condition. If a patient has a concern, their doctor or nurse can answer the question immediately instead of getting back to the patient at a later time. The doctor can check on an X-ray and show the image to the patient, order another test, or increase pain medication right there on the spot.

The new system is advanced in the information it provides and the speed with which it provides it and sophisticated in how that information is accessed and shared. The process of logging in and out has been streamlined and security has been enhanced by the use of high-tech "smart card" badges worn by caregivers. This also helps to ensure that patient privacy is maintained, as the ease of logging in and out eliminates the concern that work is lost when a caregiver has to leave a workstation.

Access to a computer at the bedside is especially important for nurses using the new bar-coded medication scanning system – called Medication Administration Check – used by



The Chester County Hospital to ensure that patients are receiving the right medication, in the right dose, at the right time and frequency, by the correct route. Many hospitals use wireless computers on wheels for bedside documentation and medication verification, but they have some drawbacks that the new in-room computers do not.

When the Hospital identified the benefits that would come from giving clinicians convenient access to their patients' medical records at the bedside, the Hospital didn't wait for current technology to catch up with the need. Instead, it engaged Unified Medical Solutions to adapt and develop technology to make it happen. Clinicians now have the tools and information necessary to make the best decisions quickly and precisely at the bedside, giving them more time to spend with their patients. And, that is exactly where they want to be.

# Healthcare Professionals

Many of the Healthcare professionals of The Chester County Hospital and Health System maintain faculty appointments and are involved in teaching resident physicians, interns and medical students. Our current teaching affiliations include:

## TEACHING AFFILIATIONS

Alvernia College

*Physical Therapist Assistant Program*

Arcadia University

*Physical Therapist Program*

Bloomsburg University

*Speech Therapist Program*

*Center for Arts and Technology Brandywine Campus: School of Practical Nursing*

Crozer-Chester Medical Center

*Nurse Anesthetist Program*

Delaware County Community College

*Associate Degree in Nursing and other Allied Health Programs; Certificate Program - Radiation Therapist Program*

Delaware Technical and Community College

*Physical Therapist Assistant Program*

Drexel University College of Nursing and Health Professions

*Physical Therapist Program, Nurse Anesthetist and Physician Assistant Students*

Eastern University

*BSN Program*

Florida International University

*Physical Therapy Program*

Gwynedd Mercy College

*Invasive and Non-Invasive Cardiology including: Cardiovascular Technicians, Vascular and Cardiac Ultrasound*

Harcum Junior College

*Physical Therapist Assistant Program; Program of Radiologic Technology*

Harrisburg Community College

*Ultrasound and Cardiac Ultrasound, Cardiovascular Technician, EKG Technician*

Immaculata University

*Nutrition; RN Degree Completion Program*

Jefferson Health System

*Ultrasound and Cardiac Ultrasound*

Lancaster General Hospital

*Medical Laboratory Science Program; Radiation Oncology; Surgical Technology; Ultrasound*

Marywood University

*Speech Therapist Program*

Neumann College

*Nursing Education; Phlebotomy Program; Physical Therapist Program*

Pennsylvania Hospital

*GYN Residency Program*

Philadelphia College of Osteopathic Medicine

*Elective Medical Student Rotations; Physician Assistant Program*

Philadelphia University

*Physician Assistant Students*

South Hills School

*Clinical Internship in Cardiac Ultrasound*

Temple University

*Physical Therapy Program*

Thomas Jefferson University

*Nursing Informatics; Physical Therapist Program*

Ultrasound Diagnostic School

*Clinical Externship in Cardiac and Diagnostic Ultrasound*

University of Delaware

*Physical Therapist Program*

University of Pennsylvania

*School of Nursing – Nurse Anesthetist Program; School of Medicine – Clinical Clerkship in Obstetrics and Gynecology for Third Year Students*

University of the Sciences

*Physical Therapy Program*

West Chester University

*Cardiac Rehabilitation; Health Care Administration Education; Nursing Education; Speech Therapist Program*

West Chester University/Bryn Mawr Hospital

*Respiratory Therapy*

Widener University

*Nursing Education; Physical Therapist Program*

## NURSING EDUCATION

Pennsylvania State Board of Nursing

## Students of Good Health

Allied Health Science Technology is an exploratory program for academically talented high school seniors. The purpose of the program is to generate interest in healthcare careers, a field which has witnessed shortages over the years. Exposing students to a variety of healthcare modalities provides them with a good and basic understanding of hospital opportunities. It allows students to be better prepared for studying nursing, pre-medicine, biomedical engineering, pre-physical therapy, and pharmacology in college. This is an intense program of both didactic information and clinical rotations.

### FACTS

- Students observe at The Chester County Hospital three days a week.
- Students learn the systems of the body, debate medical ethics, and research current topics in medicine.
- They are required to be able to read an EKG, take blood pressure, and be CPR for Health Care Workers certified. They can successfully do cranial nerve testing, listen for gut sounds, and evaluate lung sounds. The students have learned how to take temperature, pulse and respiration.
- They must have excellent teacher recommendations, extracurricular activities and zero discipline problems to be considered for the program.

### STATS

- Students must have a 3.5 GPA or higher.
- The program requires a 95% attendance for freshman, sophomore and junior years.
- More than 200 seniors apply each year.
- Only 35 students are accepted each year.

### Equal Opportunity Employer

The Chester County Hospital and Health System considers all applicants for all positions without regard to race, color, religion, national origin, age, sexual orientation, gender, physical or mental conditions, or any other legally protected status.

To read more about the Allied Health program, visit [www.chestercountyhospital.org](http://www.chestercountyhospital.org)



### Participating Schools

- Avon Grove High School
- Bishop Shanahan High School
- Downingtown East High School
- Downingtown West High School
- Kennett Square High School
- Unionville High School
- West Chester East High School
- B. Reed Henderson High School
- Bayard Rustin High School



# Impact on Community Health Status

Chester County was rated the #1 healthiest county in Pennsylvania in 2010.

## Ob/Gyn Clinic

- 4% rate of low-birth weight, exceeding the Healthy People 2000 goal of <7%.
- 92% of mothers were still breastfeeding at six-weeks postpartum exceeding the goal of >65%.
- 94% of mothers were non-smokers during pregnancy exceeding the goal of >87%.

## Diabetes

- 100% of program attendees indicated they would recommend the program to others.
- 94% accomplished behavior change goals.
- Patients who started the program with an initial Hemoglobin A1c of 8% or more were able to reduce their A1c by an average of 2.44% points and, therefore, significantly reduced their risk of complications from diabetes.

## Impact on Community Economic Status

- The Chester County Hospital and Health System is ranked the 6th largest employer in the county. (Source: Chester for Workforce Information & Analysis, 2nd Quarter 2010, excludes Federal and State Government employees)
- Total payroll equaled \$112,168,500.
- 77% of the Hospital's approximately 2,000 employees reside in Chester County and add to the strong economy in the area.
- With a thriving volunteer network, the Hospital has approximately 400 volunteers. In FY2010, these men and women donated 45,755 hours of their time to the Hospital, the equivalent of 22 full-time employees. The value of this contribution is approximately \$926,000, which is given back to the community through lower costs for patient services.

## FINANCIAL POLICIES AND SUPPORT

The Chester County Hospital provides quality medical healthcare regardless of race, creed, sex, national origin, handicap, age, or ability to pay. Although reimbursement for services rendered is critical to the operation and stability of The 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 healthcare services and healthcare 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 will be 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.

The Chester County Hospital cared for more than 17,200 inpatients and provided more than 438,000 instances of outpatient services during the fiscal year. Outpatient services include: ob/gyn clinic visits; lab registrations; radiology tests; physical therapy treatments; emergency room visits; and other ancillary services. Also, 1,675 Observation Patients were served.

The Chester County Hospital provides care to persons covered by governmental programs at below cost. Recognizing its mission to the community, services are provided to both Medicare and Medicaid patients. To the extent reimbursement is below cost, The Chester County Hospital recognizes these amounts as charity care in meeting its mission to the entire community. During the year ending June 30, 2010, costs to provide these services exceeded reimbursement by approximately \$8,785,000.

Charity care is also provided through many reduced price services and free programs offered throughout the year based upon activities and services which The Chester County Hospital believes will serve a bona fide community health need. These include:

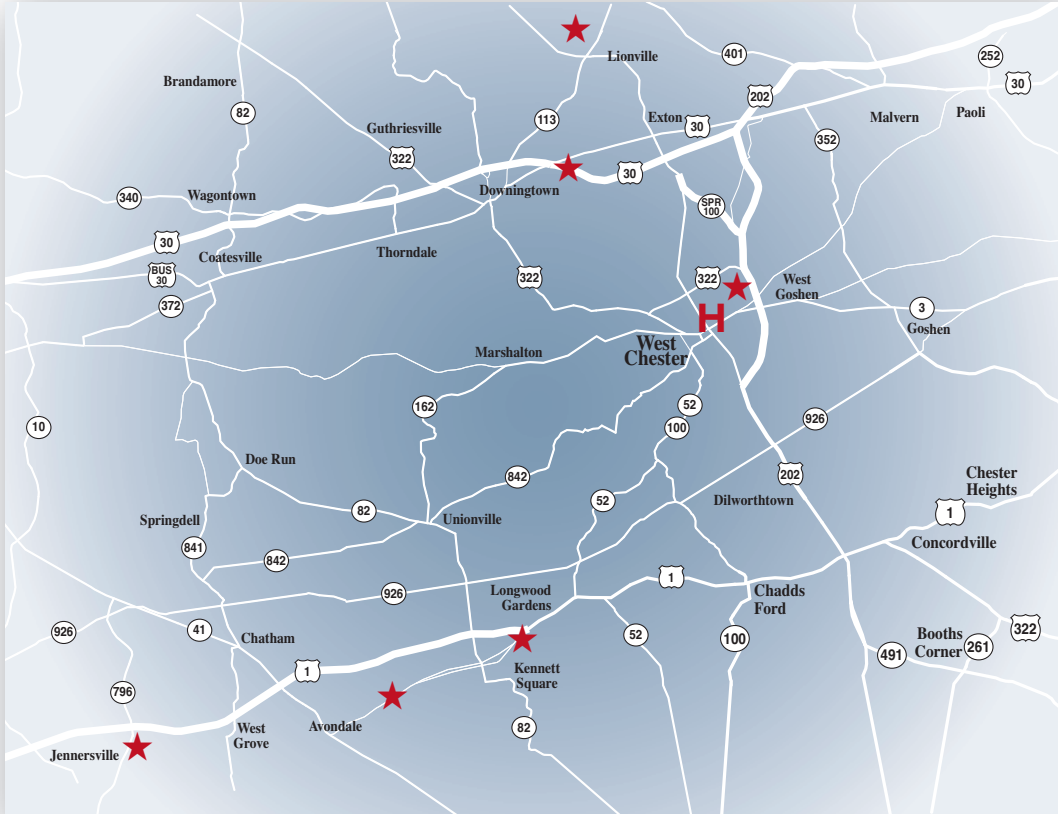
- Community health activities and programs with a cost of \$538,000 reaching many members of the community.
- Cost to provide free care of \$4,878,000 (inclusive of bad debts).

## Medic 91

On July 19, 1982 at 7 am, the first paramedic unit in Chester County – Medic 91 – went into service. On the first day of service to the community, the Advanced Life Support Unit responded to 12 emergency calls. Its roots began as a pilot program sponsored by The Chester County Hospital. Today, it continues to be a Hospital-based mobile emergency unit. Medic 91 responded to 3,618 calls in FY2010, averaging 10 calls a day. It currently staffs eight full-time employees and 11 per diem paramedics. Medic 91 serves nine Chester County municipalities – West Chester Borough, West Goshen, East Goshen, Westtown, East Bradford, West Bradford, Birmingham, Thornbury, and West Whiteland.

# EMERGENCY





## LOCATIONS

The Chester County Hospital – West Chester

Fern Hill Medical Campus – West Goshen

East Marshall Street Medical Office Building – West Chester

North Hills Medical Office Building – West Goshen

Exton Medical and Diagnostic Center – Downingtown/Exton

Lionville Medical Office Building – Lionville

Kennett Medical Campus – Kennett Square

Medical Office Building at New Garden – New Garden

Jenners Village Professional Building – West Grove