

**HOSPITAL OF THE UNIVERSITY OF PENNSYLVANIA
OF THE UNIVERSITY OF PENNSYLVANIA HEALTH SYSTEM
BOARD OF TRUSTEES EXECUTIVE COMMITTEE**

*Resolution to Approve the Hospital of the University of Pennsylvania
of the University of Pennsylvania Health System's
Community Health Needs Assessment Implementation Strategy Written Plan*

INTENTION:

The Hospital of the University of Pennsylvania (“HUP”) is a licensed acute care hospital and a component of the University of Pennsylvania Health System (“UPHS”) and Penn Medicine and as such is an operating division of The Trustees of the University of Pennsylvania. As a not- for- profit 501(c)(3) hospital, HUP is committed to identifying, prioritizing and serving the health needs of the community it serves. In fulfillment of the Patient Protection and Affordable Care Act, HUP has performed a Community Health Needs Assessment (“CHNA”) and in conjunction with UPHS, prepared a written implementation strategy (“CHNA Implementation Plan”). The purpose of the CHNA is to identify and assess the health needs of, and take into account input from persons who represent the broad interests of the community served by HUP.

On May 30, 2013, the Penn Medicine Executive Committee delegated authority to the HUP Board of Trustees Executive Committee to review and approve the CHNA Implementation Plan for Fiscal Year 2014 which sets forth HUP’s assessment and implementation strategies. The HUP Board of Trustees Executive Committee has reviewed the CHNA Implementation Plan for Fiscal Year 2013 as presented and as attached as Exhibit A.

ACCORDINGLY, IT IS HEREBY

RESOLVED, that the HUP CHNA Implementation Plan for Fiscal Year 2013 as described in the foregoing Intention is hereby approved.

FURTHER RESOLVED, that the proper officers of HUP be, and each of them hereby is, authorized to execute and deliver such additional documents, and to take such additional actions as may be necessary or desirable in the opinion of the individual so acting, to effectuate the intent of the foregoing resolution.

Garry L. Scheib
June 24, 2013

Exhibit “A”

THE HOSPITAL OF THE UNIVERSITY
OF PENNSYLVANIA HEALTH SYSTEM COMMUNITY HEALTH NEEDS
ASSESSMENT IMPLEMENTATION PLAN FOR FISCAL YEAR 2013

**Community Health Needs Assessment (CHNA)
Implementation Strategy**

Written Plan

TRUSTEES OF THE UNIVERSITY OF PENNSYLVANIA
AS OWNER AND OPERATOR OF
THE HOSPITAL OF THE UNIVERSITY OF PENNSYLVANIA
3400 SPRUCE STREET
PHILADELPHIA, PA 19104
FY 2013

I. General Information

Contact Person: Gary Scheib, Executive Director

Date of Written Plan: April 15, 2013

Date Written Plan Was Adopted by Organization's Authorized Governing Body: June 24, 2013

Date Written Plan Was Required to Be Adopted: June 30, 2013

Authorizing Governing Body that Adopted the Written Plan: Hospital of the University of Pennsylvania Board of Trustees Executive Committee, as delegated to it by Penn Medicine Executive Committee.

Was Written Plan Adopted by Authorized Governing Body by End of Tax Year in Which CHNA was Made Available to the Public? Yes

Date Facility's Prior Written Plan Was Adopted by Organization's Governing Body: Not applicable; FY 2013 is the first plan submitted.

Name and EIN of Hospital Organization Operating Hospital Facility:

Trustees of the University of Pennsylvania

EIN – 23-1352685

Address of Hospital Organization:

3400 SPRUCE STREET

PHILADELPHIA, PA 19104

II. List of Community Health Needs Identified in Written Report

Unmet health care needs of the residents of this service area include:

- A. Access to and coordination of primary care, preventive and dental care for adults, particularly those individuals living in poverty;
- B. Access to dental care, prescription coverage, and specialty care for adults and children.

Unmet needs in this area also include increased educational programs to address:

- A. Cultural and language barriers, particularly among non-English speakers, Asian and Latino populations;
- B. Navigation of the complex health care system;
- C. Heart disease and cancer for all residents;
- D. Smoking prevention, interventions, and cessation programs;
- E. Behavioral health conditions and treatment options for adults, teens, low-income and uninsured individuals;
- F. Neighborhood safety;
- G. Long waiting lists for services; and
- H. Women's health needs specifically obstetrical care and routine cancer screenings.

III. List of Collaborating Organizations

List of Collaborating Organizations:

- Penn Presbyterian Medical Center
- University of Pennsylvania Office of Government Relations and Community Affairs
- People's Emergency Center
- University of Pennsylvania Police
- University City District
- West Powelton Concerned Citizens
- Friends of 40th Street
- West Philadelphia Community Center
- University of Pennsylvania School of Nursing - Healthy in Philadelphia
- LIFE Center (Living Independently For Elders)
- Hebrew Immigrant Aid Society and Council Migration Service
- Lutheran Children and Family Service- local shelter for women and children
- Children's Hospital of Philadelphia
- Public Health Management Corporation
- Sickle Cell Disease Association of America, - Philadelphia Delaware Valley Chapter
- Delaware Valley Healthcare Council
- Philadelphia Public Health Centers
- Philadelphia Police Department District 18
- Pennsylvania Hospital
- Penn Center for Primary Care
- University of Pennsylvania - Center for Public Health Initiatives
- Spectrum Haddington Health Services
- Enterprise Center Community Development Corporation
- The Health Federation of Philadelphia

- Health Promotion Council of Philadelphia
- Community Legal Services
- Maternal Care Coalition
- Philadelphia Block Captain's Association
- Southwest Community Development Corporation
- Philadelphia Councilwoman Janie Blackwell
- Philadelphia Department Human Services
- Pennsylvania Senate, District 7
- Mental Health Association of Southeastern Pennsylvania
- Philadelphia Corporation for Aging
- St. Cyprian Roman Catholic Church
- United Clergy of West Philadelphia
- The Enterprise Center CDC
- Communities in Schools of Philadelphia, Inc.
- Action AIDS
- Aid for Friends
- MANNA
- Youth Service, Inc.
- Health Start
- 52nd Street Business Association
- Family Practice & Counseling Network – Health Annex
- Mercy Philadelphia Health System
- Lancaster Avenue Business Association

IV. Health Needs Planned to Be Addressed By Facility

List of Health Needs the Facility Plans to Address

1. Access to and coordination of primary care, preventive care, and dental care particularly those individuals living in poverty;
2. Access to dental care, prescription coverage, and specialty care for adults and children,
3. Educational programs to address:
 - Cultural and language barriers, particularly among non-English speakers, Asian and Latino populations;
 - Navigation of the complex health care system;
 - Heart disease and cancer for all residents;
 - Smoking prevention, interventions, and cessation programs;
 - Long waiting lists for services; and
 - Women's health needs; specifically obstetrical care and routine cancer screenings.

Identification and Description of How Facility Plans to Address Each Health Need

A. Access to and coordination of primary, preventative and specialty care, particularly those individuals living in poverty.

Identify facility's specific programs and resources the facility plans to commit to meeting the need

- The Hospital of the University of Pennsylvania's (HUP) mission and vision statement include the commitment of this academic medical center to achieving patient care and service excellence. The HUP is committed to assisting current patients as well those in financial need get the appropriate medical that will fit their needs.
- HUP has an established affiliation with community public health centers, student run clinics as well as federally funded health centers. Additionally there is an agreement with the Veteran's Administration to have attending physicians offer rotations and hours within that local medical center in several specialty areas.
- HUP supports the role of a Nurse Primary Care Connector, who supports patients after discharge from the institution in addition to services provided by through other funding.
- HUP supports the Community Outreach Program in the Department of Nursing; the mission of the program being educational outreach to the local community through health fairs, lectures and arranging screenings of those persons with no primary access to healthcare. The alignment of this group's educational focus incorporates the hospital's Blueprint for Quality, admission statistics as well as reports from the local Department of Health. Collaboration with local leaders – including

non-health care professional, educators, religious leaders, organizations – social, spiritual and health care, as well as other health system hospitals is how the message of preventative, urgent, emergent and specialty care is spread.

- *Examples of HUP's organizational alignment include: The Gift of Life Uniform Organ Donation Council is held on site at HUP; the Nursing Outreach Program has partnered with the Department of Endocrine and Diabetes and the Department of Urology to provide screening for diabetes in the community as well as expert lecturers for prostate cancer to those at high risk for the outcomes of the disease.*

Describe anticipated impact of committed programs and resources on the health need

- The reduction of health disparities in this community is key to having a prolonged healthy life. Improving the health literacy of the community members also assists them to guide the medical providers in their specific needs – financial, educational, cultural and spiritual.

Describe facility's priorities in meeting these needs

- Service, education, outreach and the provision of excellent medical care is the mission of the HUP and the University of Pennsylvania Health System.

Describe any planned collaboration with governmental, non-profit, or other health care organizations, including related organizations, in meeting the health need

- Penn Presbyterian Medical Center
- Pennsylvania Hospital
- University of Pennsylvania, School of Nursing, Health in Philadelphia Program
- Spectrum Haddington Health Services
- Bennett Johnson Sayre Health Center
- University of Pennsylvania Office of Government Relations
- University of Pennsylvania Netter Center for Community Partnerships
- Living Independently for Elders
- Hospital of the University of Pennsylvania Nursing Community Outreach Advisory
- Health Promotion Council of Philadelphia
- Community Legal Services
- Maternal Care Coalition
- Philadelphia Police Department District # 18
- United Block Captain's Association
- Philadelphia Councilwoman Janie Blackwell

Identify all organizations with which the hospital collaborated in developing the implementation strategy

B. Access to prescription coverage for adults and children

- Prescription Drug Coverage – provide information for reduced cost prescription programs from pharmaceutical companies and refer to state program for prescription drug plans for adults that do not qualify for or do not have prescription drug coverage.
 - Program currently managed by Clinical Resource Managers and Clinical Pharmacists
- Offer eligible patients PACE Program through eligibility identification during hospitalization
 - The Program of All-Inclusive Care for the Elderly (PACE) provides comprehensive long term services and supports to Medicaid and Medicare enrollees.

C. Educational programs to address navigation of the complex health care system;

- Cultural and language barriers, particularly among non-English speakers, Asian and Latino populations;
- Heart disease and cancer for all residents;
- Smoking prevention, interventions, and cessation programs;
- Long waiting lists for services; and
- Women’s health needs; specifically obstetrical care and routine cancer screenings

D. Educational programs to address Cultural and language barriers, particularly among non-English speakers, Asian and Latino populations

Identify facility's specific programs and resources the facility plans to commit to meeting the need

- The multicultural population served by this facility is vast. The Hospital of the University of Pennsylvania is committed to addressing the cultural needs of the patients and community that we serve. Some of the many populations that we serve include Chinese, Vietnamese, and West African.
 - Programs and resources that are currently available at the HUP include:
 - access to live interpreters
 - direct contact with a certified medical interpreter via a telephone service (each nursing units has access to more than one telephone device and additional are available as needed)
 - Director of Diversity and Inclusion, Dr. Rita K. Adeniran leads the HUP Nursing Cultural Competence Committee (HNCCC) as well as chairs the UPHS Committee for Diversity and Inclusion.

- The HNCCC provides direct education to clinical nurses and all other staff members on how to honor the uniqueness of each individual and their cultural practices; the goal being to assist the individual patient and their family in optimizing their hospital and outpatient experience, through the accommodation of their identified cultural needs.
- Availability to have documents translated into written documents within a few hours to one business day.
- The Patient and Guest Services Department has unit and practice based specialists that can lead and address specific interventions for patients and their families
- The Department of Pastoral Care is available to meet the spiritual needs of the multicultural population that we serve.
- Hospital signage is available in common languages identified by our consumers of care.

Describe anticipated impact of committed programs and resources on the health need

- The impact of meeting the cultural needs of the patients that we serve will directly impact patient safety, and affect morbidity and mortality rates.
- Meeting the cultural needs of the patient, through enlisting them as the best teacher of their own culture, will decrease misinterpretations in communication; written, verbal and non-verbal.

Describe facility's priorities in meeting these needs

- The HUP has made commitment to meeting the needs of the multicultural patient and community population that we serve.

Describe any planned collaboration with governmental, non-profit, or other health care organizations, including related organizations, in meeting the health need

- Center for Public Health Initiatives, University of Pennsylvania
- City of Philadelphia, Public Health Centers
- Dr. Rita K. Adeniran, Director of Diversity and Inclusion , Hospital of the University of Pennsylvania
- HUP Nursing Cultural Competence Committee
- UPHS Committee on Diversity and Inclusion

Identify all organizations with which the hospital collaborated in developing the implementation strategy

- United Clergy of West Philadelphia

- Dr. Howard Stevenson, University of Pennsylvania

E. Educational programs to address heart disease and cancer for all residents

Heart Disease (39.1% of assessed service area) and Cancer are the leading causes of death in this service area.

- Identify facility's specific programs and resources the facility plans to commit to meeting the need:
 - Create an effort within the clinical practices to quantify the proportion of patients with heart disease and cancer in our health system. Patients will be educated on general as well as their individual risk factors for heart disease and cancer.
 - For community including underserved: continue primary care provider access at HUP and affiliated health care facilities. Example: District Health Center # 3, District Health Center # 4, Bennett L. Johnson Clinic, United Communities Clinic
 - Each Fiscal Year: offer periodic (four) BP screenings at community health awareness events; providing on site availability of providers and assessment. Community event screenings offer service to approximately 400 persons per event

- Describe anticipated impact of committed programs and resources on the health need
 - Heart Disease is the leading cause of death in the service area; cancer is the second leading cause of death.
 - The education of up to 1600 local residents will raise awareness of heart disease and cancer for them and countless other area residents they encounter.

- Describe facility's priorities in meeting these needs
 - Provision of information and education regarding the symptoms of and risk factors for heart disease and cancer remain a priority for this medical center as they are the leading causes of death of residents in the service area.
 - Physicians, nurses and other licensed qualified staff members have been identified to carryout implementation of the education.
 - Leadership is meeting regularly with outreach team to monitor plan and make improvements where needed

- Describe any planned collaboration with governmental, non-profit, or other health care organizations, including related organizations, in meeting the health need
 - Collaborate with Philadelphia Department of Health sharing educational resources and joining forces on health goals designated by the City – i.e. – Get Healthy Philly Campaign – website and written literature available. Resources for low cost or free educational programs available.
 - Locations for health education and health screenings to be held at local, known community sites: example: local churches, Sayre Morris Recreation Center

- Collaborate with non-governmental organizations: Bennett L. Johnson Sayre Health Center, United Communities Clinic
- Coordinate Health Pavilion in the 2013 ODUNDE Festival (Community festival attracting over 12K persons)
- Identify all organizations with which the hospital collaborated in developing the implementation strategy
 - Philadelphia Department of Health
 - Philadelphia District Health Center # 3
 - Philadelphia District Health Center # 4
 - Bennett L. Johnson, MD (Sayre) Health Center
 - University of Pennsylvania School of Nursing Living Independently for Elders – Adult Day Center
 - PENN Medicine CAREs (Health system employee volunteer support)
 - ODUNDE 365

F. Educational programs to address smoking prevention, interventions and cessation programs

Identify facility's specific programs and resources the facility plans to commit to meeting the need

- The Hospital of the University of Pennsylvania (HUP) is committed to the education of persons on the hazards of smoking tobacco and tobacco products.
- The HUP has committed to incorporating smoking reduction and cessation programs into primary preventative care visits. Smoking assessment and counseling is a mandatory documentation field in the electronic medical record of patients, to be completed by healthcare providers in the health system during patient encounters.
- The HUP has committed to, beginning FY 14, hiring non-smokers only.

Describe anticipated impact of committed programs and resources on the health need

- The target for smoking cessation and reduction will be determined by the individual patient and their medical provider.
- Cessation and reduction of tobacco and tobacco products will have a significant impact on the health of the patients served as well as reduce the effects of second hand smoke to the same and their families.
- The HUP treats a significant number of adult patients with the diagnosis of asthma. Smoking, as well as other environmental factors. The reduction of emergency treatment, as well as inpatient admissions for asthma, will improve the health status of many affected individuals.

Describe facility's priorities in meeting these needs

- The treatment of chronic lung conditions is a priority for the HUP.
- Smoking cessation remains a top priority for the health system as tobacco and tobacco products has a direct impact on one's health
- The HUP has committed to hiring non-smokers only beginning July 1, 2013.

Describe any planned collaboration with governmental, non-profit, or other health care organizations, including related organizations, in meeting the health need

- City of Philadelphia Department of Health
- City of Philadelphia Health Centers
- Bennett Johnson Sayre Health Center

Identify all organizations with which the hospital collaborated in developing the implementation strategy

- Philadelphia Department of Health Public Health Centers
- Bennett L. Johnson, MD Sayre Health Center
- Human Resources Department of the Hospital of the University of Pennsylvania

G. Educational programs to address long waiting lists for services

Identify facility's specific programs and resources the facility plans to commit to meeting the need

- The HUP is currently improving the access to care for primary and specialty services. An updated appointment scheduling system was added in FY 12 to improve wait lists. Included in FY 13 was an increase of the number of same day slots. A trial program in the Clinical Practices of the University of Pennsylvania (CPUP) gave same day slots for urgent, non-emergency visits to a primary care provider. Additionally the addition of Advance Practice Nurses and Physicians to many practices, has given relief to long wait lists.
- There is currently a system for appointments that includes telephone contact directly to the practice, referral through Penn Medicine Referral service, and added in FY 12 was the My Penn Medicine service. The service permitted access to on-line appointment requests for patients currently part of a practice.
- The HUP does have internal referrals among providers for specialty services. Regular health screenings can help identify health problems before they start. Early detection can improve chances for treatment and cure and help individuals to live longer, healthier lives.

Describe anticipated impact of committed programs and resources on the health need

- The impact of meeting the needs of community members and patient in the early and/or preventative stage is the desired measure for the HUP.

Describe facility's priorities in meeting these needs

- The HUP is constantly working to accommodate and manage the many requests for primary and specialty appointments.

Describe any planned collaboration with governmental, non-profit, or other health care organizations, including related organizations, in meeting the health need

HUP is committed to meet the request of referring physicians and healthcare providers as well as the request of the individual or family. There is an established relationship with the following healthcare organizations:

- Philadelphia Public Health Centers
- Spectrum Haddington Health Centers
- Bennett Johnson Sayre Health Center
- Greater Philadelphia Health Action

Identify all organizations with which the hospital collaborated in developing the implementation strategy

H. Educational programs to address women's health needs, specifically obstetrical care and routine cancer screenings

Identify facility's specific programs and resources the facility plans to commit to meeting the need

- The HUP is committed to addressing the ongoing needs of women in this community. There are established medical practices to address preventative screenings for cancer and sexually transmitted diseases, including HIV, as well as urgent, obstetric and emergency care for women. Other specialty care options for the women of the community include colposcopy services, a Perinatal loss center, high-risk obstetrics, lactation consultants, and adolescent obstetric and gynecological services. Immigrants that are not legally documented have access to healthcare at the HUP if pregnant. Family planning services is available on site.

Describe anticipated impact of committed programs and resources on the health need

- The impact of meeting the needs through these programs and resources improve and maintains the wellbeing of the family – allowing healthy infants to come into the world and treating their mothers and other family members for chronic and acute female medical issues.

Describe facility's priorities in meeting these needs

- The HUP is committed to providing and meeting the healthcare needs of the women of this service community.

Describe any planned collaboration with governmental, non-profit, or other health care organizations, including related organizations, in meeting the health need

- *Women's Health topics are presented at Community Health Fairs – including teaching of Breast Self Examination, and demonstration of type or Birth Control Methods.*

- *Hospital of the University of Pennsylvania, Department of Women's Health*
- *HUP Nursing Community Outreach Program*

Identify all organizations with which the hospital collaborated in developing the implementation strategy

V. Health Needs Facility Does Not Intend to Address

List of Health Needs the Facility Does Not Plan to Address

- Access to and coordination of dental care for adults, particularly those individuals living in poverty
- Behavioral health conditions and treatment options for adults, teens, low-income and uninsured individuals
- Access to prescription coverage for children
- Educational programs to address neighborhood safety

Identification and Description of Health Need the Facility Does not Intend to Meet and Explanation of Why

- **Access to and coordination of dental care for adults, particularly those individuals living in poverty**
 - The Hospital of the University of Pennsylvania is a tertiary care academic medical center, providing trauma, emergency, acute, specialty and preventative care. Routine and/or emergent dental care is not offered on site; it is outside of the scope of the facility.
 - Providers within the Clinical Practices of the University of Pennsylvania recommend preventative dental practices at the University of Pennsylvania, School of Dentistry, the City of Philadelphia Health Centers; community dental screening event information is provided as available to patients.
- **Behavioral health conditions and treatment options for adults, teens, low-income and uninsured individuals**
 - Preventative Mental Health services are not offered by this facility
 - Psychiatric Emergency Care is currently offered and will remain a service of this facility
- **Access to prescription coverage for children**
 - The Hospital of the University of Pennsylvania's target treatment population is adults, therefore prescription coverage for children is outside of the scope of the facility
- **Educational programs to address neighborhood safety**
 - The current options to address personal and neighborhood safety include:
 - Educate during outpatient and inpatient visits on personal protective measures: automobile, bike, and pedestrian safety
 - Assess possible areas of vulnerability at home (weapons/chemicals)

- Assess areas of vulnerability (intimate partner and domestic violence screening)
- Refer to local police authority for assistance, preventative and emergency services
- These options are offered to patients in the outpatient, emergency and in-patient settings. Additionally they are reviewed as community health fairs.
- Educational session offered to local families on the reduction of violence within the adolescent population by teaming with Dr. Howard Stevenson and the Pastoral Care Department of the HUP.