

**PENN PRESBYTERIAN MEDICAL CENTER  
TRUSTEE BOARD EXECUTIVE COMMITTEE**

*Resolution to Approve the Penn Presbyterian Medical Center's  
Community Health Needs Assessment Implementation Strategy Written Plan*

**INTENTION:**

Penn Presbyterian Medical Center ("PPMC") is organized as a not for profit 501(c)(3) hospital and is a component of the University of Pennsylvania Health System ("UPHS") and Penn Medicine. PPMC 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, PPMC 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 PPMC. The CHNA Implementation Plan for Fiscal Year 2013, as presented to the Board of Trustees through its Executive Committee and attached as Exhibit A sets forth PPMC's assessment and implementation strategies.

**ACCORDINGLY, IT IS HEREBY**

**RESOLVED**, that the PPMC CHNA Implementation Plan as described in the foregoing Intention is hereby approved.

**FURTHER RESOLVED**, that the proper officers of PPMC 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.

Michele M. Volpe  
June 13, 2013

**Exhibit “A”**

**PENN PRESBYTERIAN MEDICAL CENTER**  
**COMMUNITY HEALTH NEEDS ASSESSMENT IMPLEMENTATION PLAN**  
**FOR FISCAL YEAR 2013**

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

PRESBYTERIAN MEDICAL CENTER  
OF THE UNIVERSITY OF PENNSYLVANIA HEALTH SYSTEM  
D/B/A  
PENN PRESBYTERIAN MEDICAL CENTER  
51 N. 39<sup>th</sup> Street – Philadelphia, PA 19104  
Fiscal Year 2013

**I. General Information**

Contact Person: Michele Volpe, Executive Director

Date of Written Plan: April 15, 2013

Date Written Plan Was Adopted by Organization's Authorized Governing Body: June 13, 2013

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

Authorizing Governing Body that Adopted the Written Plan: Board of Trustees of Penn Presbyterian Medical Center

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 FY13 is the first plan submitted

Name and EIN of Hospital Organization Operating Hospital Facility: Penn Presbyterian Medical Center

Tax ID: 23-2810852

Address of Hospital Organization: 51 N. 39<sup>th</sup> Street – Philadelphia, PA 19104

## **II. List of Community Health Needs Identified in Written Report**

*List of Community Health Needs Identified in CHNA Written Report, Ranked by CHNA's Priority:*

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

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

- Bridging the Gaps
- Center for Public Health Initiatives
- Children's Hospital of Philadelphia
- Clinical Practices of the University of Pennsylvania (CPUP)
- Community Behavioral Health
- Community Care Associates (CCA)
- Community Development Corporation Sustainable Communities Initiative – West
- Community Legal Services
- Councilwoman Jannie L. Blackwell
- Drexel Women's Care Center
- Enterprise Center Community Development Corporation
- EPIC Stakeholder's Association
- Fairmount Primary Care Center
- Good Sheppard Penn Partners (GSPP)
- Health Promotion Council
- Healthy in Philadelphia
- Hebrew Immigrant Aid Society and Council Migration Service
- Hospital of the University of Pennsylvania (HUP)
- Jefferson Family Medicine Associates
- LIFE (Living Independently For Elders)
- Lutheran Children and Family Service
- Maternal Child Coalition
- National Refugee Health Consortium
- Nemours Pediatrics

- Penn Center for Primary Care
- Penn Homecare and Hospice (HCHS)
- Penn Police
- Pennsylvania Horticultural Society
- Pennsylvania Hospital (PAH) Peoples Emergency Center
- Philadelphia Block Captain's Association
- Philadelphia Department of Human Services
- Philadelphia Fight
- Philadelphia Police Department (16th District)
- Philadelphia Works
- Powelton Village Civic Association
- Saunder's Park Neighbors
- Southwest Community Development Corporation
- Spectrum Health Services
- The Consumer Satisfaction Team
- The Health Federation of Philadelphia
- The Philadelphia Refugee Health Collaborative
- University City District (UCD)
- West Philadelphia Community Center
- West Powelton Community Council
- West Powelton Concerned Citizens

*Community Health Needs Assessment Participants:*

- 52<sup>nd</sup> Street Business Association
- Action AIDS
- Aid for Friends
- Communities in Schools of Philadelphia, Inc.
- Delaware Valley Healthcare Council
- Family Practice & Counseling Network – Health Annex
- Health Start
- MANNA
- Maternity Care Coalition
- Mental Health Association of Southeastern Pennsylvania
- Mercy Philadelphia Health System
- Pennsylvania Senate, District 7
- Philadelphia Corporation for Aging
- Philadelphia Health Centers
- Public Health Management Corporation
- Sickle Cell Disease Association of America, Philadelphia Delaware Valley Chapter
- St. Cyprian Roman Catholic Church
- The Enterprise Center CDC
- Youth Service, Inc.

#### **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 specialty care particularly those individuals living in poverty;**
  
- 2. Access to prescription coverage 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;**
  - **Behavioral health conditions and treatment options for adults, teens, low-income and uninsured individuals;**
  - **Neighborhood safety;**
  - **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; and (B) educational programs to address navigation of the complex health care system;**

- *Identify facility's specific programs and resources the facility plans to commit to meeting the need*
  - Collaborative goal-setting, a process by which provider and patient discuss and agree on a health-related goal, can help align their perspectives and has been shown to improve chronic disease outcomes. Community health workers (CHWs), trained laypersons who share life experience with low-SES patients, are uniquely qualified to provide this support. When joined together goal these strategies are proving to have a profound impact in the coordination of care, system navigation and health outcomes of individuals living in poverty. PPMC is a key partner in the IMPaCT program - Individualized Management towards Patient-Centered Targets - an intervention in which CHWs help low-SES patients achieve their health goals. IMPaCT care teams provide individualized transition support post-acute stay and continued support in a primary care setting for patients with multiple chronic conditions.
  - In the FY2014 year, PPMC has made targeted specialty care recruitments in the Neurosciences and has secured new faculty in general neurology as well as stroke care. These strategic recruitments will form the foundation for establishing greater access to Neurosciences services on the PPMC campus.
  - In the FY2014 year, PPMC is planning address specialty care in urology by promoting a PSA screening targeted to men ages 45 years and over to promote access to improved prostate health. (PSA is a protein made by prostate tissue. Men with prostate cancer often have elevated PSA levels because the cancer cells make excessive amounts of this protein. The PSA test is a blood test which can detect the early signs of prostate cancer). Additional urology faculty has also been hired to provide more appointment access and care.
- *Describe anticipated impact of committed programs and resources on the health need*
  - The IMPaCT program is aimed at addressing access, chronic disease management, patient satisfaction and trust as well as navigation of the complex health system. PPMC currently funds two transition partners for the IMPaCT program and plans to increase support over the next year as admissions increase and the need expands. Goals and impact of the program is aimed at having patients achieving their health goals feeling healthy (both emotionally and physically), trusting their primary care doctor, and feeling like they were getting primary care that was focused on their needs, and not having to go to the hospital as frequently.
  - In addition to aiding the health needs of these patients the IMPaCT program is targeted at reducing health disparities based on socioeconomic factors such as income, race/ethnicity, insurance and educational attainment, which have been consistently documented across a wide range of chronic diseases and outcomes. The program has been successful in breaking down often unaddressed barriers to chronic disease management that clinicians often cannot address that detracted from patients' ability to achieve goals for chronic disease management. These were competing socioeconomic issues (e.g. food insecurity, homelessness); difficulty navigating the health system and coordinating care for multiple chronic conditions; and lack of motivation or ability to perform recommended health behaviors.

- Increased specialty care appointment availability for Neurology appointments was cited as being particularly difficult to secure for residents. PPMC's new recruitment as well as a new referral line program is aimed at reducing this waiting time.
  - More than four in ten (45.8%) men ages 45 years and over in the service area did not have a PSA or rectal exam for prostate cancer in the past year. The PSA clinic being established intends to impact this rate.
- *Describe facility's priorities in meeting these needs*
- The IMPaCT program is an on-going commitment from Penn Medicine and PPMC which is anticipated for expansion based on volume growth of patient demands to access the program
  - The Neurology specialty care access and Urology PSA clinic are active recruitments and launches that will be marketed to the community in the upcoming year.

**C. Access to prescription coverage for adults and children,**

- *Identify facility's specific programs and resources the facility plans to commit to meeting the need*
  - General Medicine Fund (GMF) and Presbyterian Infectious Disease (PID) Program - These specific funds have been established to cover the cost of medications for any inpatient, observation patient or emergency department outpatient who does not have medical coverage or prescription coverage. These prescriptions are generally a 5 day supply of essential medications but exceptions can be made, such as antibiotics and tapers. There is no minimum or maximum for cost of medications.
  
- *Describe anticipated impact of committed programs and resources on the health need*
  - The funds provide prescription coverage for adult patient care needs
  
- *Describe facility's priorities in meeting these needs*
  - GMF is funded by an anonymous donor. Each year the donor decides if he/she will donate for the upcoming year.
  - PID fund is generated by donations that were made to United Way for Penn Presbyterian Medical Center

**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*
  - Penn Center for Primary Care (PCPC) at PPMC hosts a weekly refugee clinic targeted at the health needs and resettlement of patients who have received political asylum in the United States and have endured a sometimes brutal time getting here from places like Nepal, Myanmar (Burma), Darfur, and Eritrea. Our Primary Care practitioners work closely with the resettlement agency HIAS (Hebrew International Aid Society) and multiple other entities. We provide medical care, vaccinations, and on-going referrals once their medical needs have been identified.
  - PPMC also provides interpretation services across all care areas as needed to improve communication with non-English speaking patients and their care providers
- *Describe anticipated impact of committed programs and resources on the health need*
  - This clinic program is directly targeting large African and Asian populations from Liberia, Mali, the Ivory Coast, Ethiopia, Sierra Leone, and Burma who may not otherwise get necessary health care service
- *Describe facility's priorities in meeting these needs*
  - The weekly clinic has 20 rotating residents and dedicated primary care physicians. The clinic operates one half day a week on Monday afternoons.

**E. Educational programs to address heart disease and cancer for all residents; and (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*
  - o *PPMC engages in community education throughout the year. These are highlighted programs which the organization plans to continue to support to address education related to chronic disease:*
    - PPMC is committed to our Annual “*Spring into Health*” Community Day, providing health information, blood pressure screenings, and CPR demonstrations to children, adults and seniors from the West Philadelphia community. For this event, more than 50 PPMC nurses, nursing assistants, and physicians provide screenings and education. Annual over 300 participants receive blood pressure and diabetes screenings with education, HIV testing and education, nutritional counseling, pharmaceutical medication reviews, physical exercise tips, and more.
    - PPMC’s is a Partner in the Annual West Philadelphia Community Wellness Day and sponsored. More than 500 people in the community attended to learn how to improve their health. Presented by Councilwoman Jannie L. Blackwell, the University of Pennsylvania School of Nursing, Healthy in Philadelphia and LIFE (Living Independently For Elders), and in collaboration with University of Pennsylvania Office of Government & Community Affairs and PPMC, the event offered an afternoon of health screenings, exercise workshops and more.
    - Penn Presbyterian assisted with producing a health fair at Temple University’s Liacouras Center. Hosted by Philadelphia radio personality, Tom Joyner, —Take a Loved One to the Doctor which invited many health care partners to address primary health concerns. On this day, Penn Presbyterian assisted in blood pressure and BMI readings and educated nearly 300 fair attendees on heart health and healthy life practices.
    - Healthy in Philadelphia Committee, which oversees outreach opportunities in the local area. This group is a partnership between the health system’s nursing school and the local community that aims to leverage collective resources to improve the health of residents. Since 2011, PPMC has been a standing member of this organization’s *First Thursday initiative*, which enables nurses to meet regularly with block captains and determine how they can better serve and educate the community.
  - o In the upcoming fiscal year, PPMC is planning a targeted direct mailing, social networking and a community engagement strategy specifically focused on smoking prevention, intervention and cessation. This direct outreach will highlight the resources in smoking cessation and COPD that are offered in clinical settings and will identify supporting community resources to aid in this prevention effort.
  - o Our faculty/providers lecture for community based clinicians through the AIDS Education and Training Center.
- *Describe anticipated impact of committed programs and resources on the health need*
  - o Heart disease is the leading cause of death in the service area followed by all forms of cancer, lung disease and stroke. Chronic disease prevention is a cornerstone of health improvement efforts for our community and continues to be one of our greatest avenues for regional

engagement and personal connection in the community. These efforts are designed to impact and improve the rates for heart disease, high blood pressure, smoking, diabetes, and asthma management.

- *Describe facility's priorities in meeting these needs*
  - Penn Presbyterian offers a comprehensive range of cardiac services including complex angioplasty and stent replacement for coronary artery disease, innovative heart bypass techniques, latest therapies for abnormal heart rhythms, minimally invasive cardiac surgery, program for congestive heart failure, heart valve repair, and special programs for risk reduction and rehabilitation.
  - An important part of PPMC's mission is reaching out to the community. PPMC and the University of Pennsylvania Health System jointly sponsor a speaker's bureau and can arrange to have a health professional speak at off-campus community meetings without charge, staff members can also be scheduled to represent the hospital at health fairs, bringing information on hospital services, screenings and prevention. In addition, physicians and other health professionals present free seminars on campus throughout the year.

**G. Educational programs to address behavioral health conditions and treatment options for adults, teens, low-income and uninsured individuals**

- *Identify facility's specific programs and resources the facility plans to commit to meeting the need;*
  - The PPMC Behavioral Health Program provides inpatient and outpatient services for mental health and addiction treatments as well as mental health programs for older adults.
    - Wright-5 is a 22-bed inpatient adult short-term psychiatric unit, which accepts all levels of diagnosis. We specialize in the treatment of patients with a co-occurring addiction problem secondary to the primary psychiatric problem. The unit is staffed by physicians, registered nurses, mental health technicians, addiction counselors and social workers.
    - Wright- 4 and the dedicated staff working in the Addiction Treatment Center at the Penn-Presbyterian Medical Center are here to serve those in the community and surrounding area suffering from the disease of addiction. We offer a continuum of care that has received State & National recognition. Recovery is a day-by-day, life long process.
  - In FY2014, PPMC is planning to focus on behavioral health education programs targeted at increasing awareness of behavioral health needs among primary care providers and local community organizations with the intent of creating improved pathways for early intervention. In addition, PPMC along with our peers across the health system plan to address system collaboration and access for patients to ensure the most beneficial treatment environment is provided in a more coordinated fashion across the system.
  - PPMC Infectious Disease practice was chosen as a site for a Behavioral Health Services Initiative. As part of this grant, which is coordinated through another university in the city, the ID Practice has a fulltime behavioral health specialist on-site to provide ongoing counseling and mental health services. Examples of the services provided by our behavioral health specialist include:
    - Counseling for acute mental health issues
    - Counseling and behavioral therapy for long-term issues like depression, anxiety, and more
    - Counseling for smoking cessation, insomnia, issues with medication adherence
- Describe anticipated impact of committed programs and resources on the health need
  - According to the community needs assessment one in five adults in the service area has been diagnosed with a mental health condition and of those with a mental health condition, more than four in ten are not receiving treatment for the condition. PPMC aims to impact this health need through the promotion of programs offered.
  - According to the community needs assessment, there is a shortage of drug and alcohol treatment providers for low-income populations. There is an especially high need for treatment programs for individuals with both mental health and substance use disorder. PPMC is proud to offer a strong foundation for dual-diagnosis care in our community and plans to continue this service.
- Describe facility's priorities in meeting these needs

- PPMC supports two inpatient units for behavioral health as well as a intensive outpatient treatment program

**H. Educational programs to address neighborhood safety;**

- *Identify facility's specific programs and resources the facility plans to commit to meeting the need*
  - PPMC has initiated a Community Safety Plan in partnership with the Penn Police, Philadelphia Police Department (16<sup>th</sup> District), University City District (UCD), Allied Barton, PPMC Emergency Medicine, and PPMC Security.
  - PPMC is a member of Friends of 40<sup>th</sup> Street a group charged with enhancing the business climate on 40<sup>th</sup> street between Lancaster and Baltimore Avenues.
  - PPMC is a participant in “Make your Mark” Lower Lancaster Avenue Steering Committee, a study spearheaded by People’s Emergency Center as a comprehensive planning initiative looking at jobs, public spaces, housing, entertainment, transportation and overall quality of life issues.
- Describe anticipated impact of committed programs and resources on the health need
  - The Community Safety Plan’s mission is to impact the West Philadelphia community neighborhood to reduce violence and aid residence in leaving their homes when in need of medical help. Specific programs include safety improvements to and maintenance of Saunders Park and physical enhancements of the surrounding community including lighting enhancements.
  - The Friends of 40<sup>th</sup> Street and Make Your Mark projects hope to target and create a safe and healthy community to foster and strengthen the community and seed a safe foundation and community network aimed at deterring violence.
- Describe facility's priorities in meeting these needs
  - This group meets quarterly and addresses issues of campus/community safety, homelessness, crime reduction and quality of life issues.
  - Capital investments in lighting as well as annual neighborhood clean-up events
  - Major capital Investments and growth in physical plant of PPMC campus buildings to be completed in 2015 will physically transform the 38<sup>th</sup> and Powelton corridor and create the environment for neighborhood enhancement.



**I. Educational programs to address long waiting lists;**

- Identify facility's specific programs and resources the facility plans to commit to meeting the need
  - o PPMC and Penn Medicine promote a central access point for all health care consumers 789-PENN where dedicated intake operators can direct patients to providers around the region with open appointments – some the same day.
  - o In addition, Penn Medicine is working on expanding pilot programs for creating same day and next day appointments to fill a growing need for immediate care response in an outpatient setting.
  
- Describe anticipated impact of committed programs and resources on the health need
  - o Center City community members reported that it can take up to ten weeks for psychiatric intake, which ultimately discourages people from getting help. Members of the West community group said that there are long wait lists at the city's health centers for low income adults seeking primary care. Many adults do even try to get an appointment because they perceive the wait times to be too long.
  - o 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. In the Penn Presbyterian Medical Center service area, one in six (16.2%) adults did not visit a health care provider in the past year; this percentage represents 48,200 adults
  
- Describe facility's priorities in meeting these needs
  - o Penn Medicine and PPMC have active task forces focused on access and increasing the opportunities and availability of creating more appointments and more flexibility for patients to access the care needed in the most timely manner possible.

**J. 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
  - Community educational programs organized through our office of Nursing will include the promotion of women's health needs especially obstetric and routine cancer screenings. Community mailings advertising screening services and care pathways can also be used to target this need in the community along with our community health workers
  - The PPMC Division of Infectious Disease has maintained grant funding for several years from the Ryan White HIV/AIDS Program, which is a federally funded grants program that covers the costs of medical care for uninsured patients. Through our Ryan White funding we have been able to build our practice and provide several services necessary to the care and well-being of our HIV-infected patients. Examples of these services include:
    - Nursing care
    - Case management services
    - Nutritionist services
    - Linkage care coordinator
    - Coverage of the costs of certain expensive medical tests for patients without insurance coverage for such tests
    - Linkages to surrounding community service organizations that provide case management services for people living with HIV/AIDS
    - On-site outpatient pharmacy
    - Wellness events
    - Monthly group support meetings lead by our linkage coordinator for patients living with HIV/AIDS
  - The ID Division also has a federally funded grant for early intervention for HIV. This grant has allowed us to support a Rapid HIV Testing Program. This program includes the following:
    - Testing coordinators who provide rapid HIV testing in the Emergency Department, inpatient units, in our outpatient practice, and at community events.
    - A program dedicated to quickly and efficiently linking newly diagnosed patients from the hospital, Emergency Department, or community to our practice for initial and subsequent HIV care
  - The Infectious Disease practice is part of the Viral Hepatitis Center of the Perelman School of Medicine, a combined effort of the Infectious Diseases and Gastroenterology Divisions within the Department of Medicine.
  - We provide diagnostic, treatment, and prevention services for those with chronic hepatitis B and C, including availability of clinical trials with new drugs.
  - This is an ongoing and unmet community need. It is estimated that one third of those infected with hepatitis C in the United States are unaware of their diagnosis and a significant proportion of those are uninsured. There is no system in place to help those patients, as there is with HIV infection.
  - We work closely with our social worker and with programs that can provide medications for patients through patient assistance programs.

- We are partnering with community based testing campaigns for HCV in order to facilitate linkage to care for those newly diagnosed with HCV infection.
- Describe anticipated impact of committed programs and resources on the health need
    - The communicable disease rates for chronic Hepatitis B, Tuberculosis, Varicella (chicken pox), Chlamydia, Gonorrhea, and Syphilis (primary and secondary) in Philadelphia County are higher than state rates.
    - Four in ten (39.6%) women in the service area did not receive a Pap Smear test in the past year. More than one-third (35.9%) of women ages 40 or older in the service area is not receiving this screening annually
    - In Philadelphia County, there are 16,234 individuals who are living with HIV, including AIDS, representing a prevalence rate of 1,121.6 cases per 100,000 population. This prevalence rate is five times higher than the state's rate (244.9)
    - The area in West Philadelphia around PPMC is one of the highest incident and prevalent areas for HIV infection in Philadelphia. The ID practice at PPMC has grown from 50 to 750 patients in the last 15 years. Although not all of these patients are from the "neighborhood," a majority of our patients are West Philadelphians.
  - Describe facility's priorities in meeting these needs
    - Plan to incorporate women's health needs and promotion of screening resources into proactive outreach and existing clinical pathways in an targeted effort in the upcoming fiscal year
    - Continued support of the programs outlined above

## **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

### *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
  - Penn Presbyterian Medical Center's mission as an acute hospital and ambulatory care provider does not provide dental care, therefore this need falls outside of the scope of our facility