

simply

because

a 2007 community report



University of Pennsylvania Health System
University of Pennsylvania School of Medicine



simply because

We are part of
their community;
they are part
of ours.

PENN Medicine is an organization dedicated to the related missions of medical education, biomedical research and quality patient care. PENN Medicine consists of the University of Pennsylvania School of Medicine and the University of Pennsylvania Health System.

PENN's School of Medicine is currently ranked #3 in the nation in *U.S. News & World Report's* survey of top research-oriented medical schools; and, according to most recent data from the National Institutes of Health (NIH), received more than \$379 million in NIH research funds in the 2006 fiscal year. Supporting 1,600 fulltime faculty and 700 students, the School of Medicine is recognized worldwide for its superior education and training of the next generation of physician-scientists and leaders of academic medicine.

The University of Pennsylvania Health System includes three hospitals – its flagship hospital, the Hospital of the University of Pennsylvania, rated one of the nation's "Honor Roll" hospitals by *U.S. News & World Report*; Pennsylvania Hospital, the nation's first hospital and national leader in women's health; and Penn Presbyterian Medical Center, recognized as one of the nation's leading hospitals for cardiovascular care – a faculty practice plan; a primary-care provider network; two multi-specialty satellite facilities; and home care and hospice.

Each face we see, each heartbeat we hear, each breath taken – is connected to us. Our physicians, nurses and staff want for their patients what every patient wants for themselves – to live well in good health. In Philadelphia and throughout the world, PENN Medicine embraces the responsibility of improving the lives, and communities, that need us most.

Our responsibility takes on many forms. From blood pressure screenings in a church basement to the training of surgeons who care for soldiers in the battlefields – PENN Medicine's knowledge and commitment is vital and real.

Our research drives groundbreaking clinical advances laying the foundation for better care in our community and the world – today and tomorrow.

Our commitment to education brings together physicians and scientists to teach our students to become compassionate healers and novel visionaries and to share the vision of possibility with young people in our community.

We care for those in our community because there is a need – a responsibility – a shared humanity.

As you turn through these pages, you will see some of the faces of PENN Medicine in service to the community, but only some. For each story told here, there are a hundred more to be known. The words and pictures that follow should remind us all that great need remains and many hands are required.

We are proud to be colleagues of all who work to make our community a better place.

because there's a need

Across the nation and in the Philadelphia region, the numbers of underinsured people rise daily while the cost of health care skyrockets beyond their reach. And as the number of public programs decrease, so do the options for people in the community. Social, geographic, and economic isolation leave low-income communities with little access to quality care. And the most vulnerable continue to suffer the most – the elderly, the young, single mothers, the underinsured and uninsured, and the working poor.

As the need grows, the doctors and nurses of the University of Pennsylvania Health System's three hospitals – Hospital of the University of Pennsylvania, Pennsylvania Hospital, and Penn Presbyterian Medical Center – fill the gap by providing care and treatment for people across the Philadelphia region and beyond.

Annually, the hospitals accommodate two million visits from patients of all economic levels. They come to us for emergencies and we reach out to them with care that they would not receive elsewhere. Committed to providing the best treatment available, our desire to help knows no bounds. The health system's doctors, nurses and staff welcome all patients with compassion and dignity and provide high-quality care to everyone who entrusts us with their health.

“We never know a patient's income level or insurance status when they come through our doors. What we know and care about is that they need our best care. And we give it to them.”

C. William Schwab, MD, Professor of Surgery and Chief of the Division of Trauma and Surgical Critical Care, Hospital of the University of Pennsylvania

In addition to the many programs throughout the region supported by PENN Medicine, in fiscal year 2007, we provided the following to the benefit of our community:

Charity and underfunded care for Medicaid families:	\$102 million
Physician training support:	\$53 million
Research support:	\$108 million
Total:	\$263 million







For individuals who live in areas of the city where access to medical services is limited – and in many cases nonexistent – a trip to the doctor can mean traveling across the city for basic care. To help fill this void in Philadelphia’s most underserved neighborhoods, PENN Medicine brings support and care to the communities needing it most. At four community clinics around the city and region, our physicians and medical students join staff and students from the University of Pennsylvania’s schools of Social Policy & Practice, Nursing, and Dental Medicine to provide free routine screenings, referrals for follow-up care, prescription programs and education about resources and other social services.

For the entire neighborhood...

On Monday nights, residents of West Philadelphia’s East Parkside neighborhood know they can turn to Penn’s [United Community Clinic \(UCC\)](#) for routine care and referrals. Located in the basement of the First African Presbyterian Church at 42nd Street and Girard Avenue and run by a team of physicians, nurses, medical students, social workers and dental students, the clinic offers free basic screenings and preliminary care to patients from the immediate area. Every week, people visit the center for physicals, HIV testing, cholesterol and vision screenings, dental services, hypertension care and medication, information about a variety of chronic diseases, and referrals to other resources in the community.

...and isolated communities.

In an effort to reach the growing community of people from Latino countries who now call South Philadelphia home and to help patients before their medical conditions become critical, a group of Penn physicians, nurses, and social workers established *Puentes de Salud (Bridges to Health)*, a clinic specifically designed to serve the medical and social needs of this community. We provide information about area resources and health education. Located in office space donated by St. Agnes Medical Center, *Puentes* partnered with the Archdiocese of Philadelphia to introduce the program to this community.

For people without homes...

Since 1987, homeless men and women in Philadelphia have turned to the [University City Hospitality Coalition](#), a homeless advocacy and food program, for warm meals and supportive services. For the past 10 years, these services have included basic medical care and screenings at the coalition's weekly free clinic. On Wednesday nights, a team of medical students, led by faculty, physicians, nurses and staff from the University of Pennsylvania School of Medicine, opens the clinic in the basement of St. Agatha-St. James church at 38th and Chestnut Streets. Every week, they treat a range of health problems from muscle pain to coughs and colds, and provide basic preventive care. Members of the community also receive blood sugar and hypertension screenings and vitamins.



“Our patients live in situations with few options and are very grateful for the care and comfort we provide. It took some time to build their trust. Now they welcome us as part of their community and are very generous with their trust. Our numbers grow weekly as more and more people learn about our services and seek out our help.”

Nick Bamat, second year student,
University of Pennsylvania School of
Medicine, and *Puentes de Salud* volunteer



to filling a void...

For years, low-income residents of Philadelphia had trouble finding routine primary care service. The opening of the [Penn Family Medicine Center](#), a family medicine center in Penn Presbyterian Medical Center, in 1997 signaled the delivery of this very important type of care, which identifies and manages medical problems before they become more serious.

Since the practice's inception, the center has grown to handle more than 35,000 visits a year, many of whom are low-income. The physicians, nurses and staff treat chronic diseases such as heart disease and asthma, as well as potentially high-risk conditions such as hypertension, diabetes and obesity. They also provide patient education and same-day acute care for patients who need immediate but not emergency care.



Reading for Health.

A parent who visits Penn Family Care for his child's physical might leave with a prescription in one hand and a copy of *The Cat in the Hat* in the other. Since 2001, the Penn Care Reads program has been distributing age-appropriate children's books and literacy information to parents during routine exams. This literacy initiative, which encourages parents to read to their children for 15-20 minutes a day, was inspired by medical studies showing that adults who cannot read well have poorer health outcomes than those who can.







...and stemming the spread of disease.

The city's highest rates of new HIV and Hepatitis C cases are here in West Philadelphia, and Penn Presbyterian Medical Center sits in the heart of some of the hardest hit neighborhoods.

The [Penn Community Practice](#) at Penn Presbyterian, an HIV clinic led by infectious disease specialists, is a major source of care and preventive education for the Philadelphia HIV community. Along with primary care, the practice provides nutrition and pastoral counseling, conducts community-based research in a population that is typically underrepresented in clinical trials, and offers immediate HIV testing to all high-risk patients who come to the Penn Presbyterian emergency department. These clinical trials are just one part of the University of Pennsylvania School of Medicine's extensive HIV and infectious disease programs that works to improve lives everyday.

Serving a high level of underinsured patients, the practice sees more than 1,000 patients annually ranging from age 18 to 70 years.



Penn Community Practice provides acute care for patients of the Jonathon Lax Treatment Center, part of the Philadelphia FIGHT (Field Initiating Group for HIV Trials). Philadelphia FIGHT is a comprehensive AIDS program that offers primary care, consumer education, advocacy, and research on potential HIV treatments and vaccines to Philadelphians living with or at high risk of developing HIV.



In fiscal year 2007, Pennsylvania Hospital delivered 5,207 babies, and Hospital of the University of Pennsylvania delivered 3,704. Many of the women giving birth were underinsured, uninsured or covered by Medicaid and many were also undocumented immigrants.

“Over the years, we’ve seen a steady increase in pregnant women coming to us lacking prenatal care, with no insurance, and in a critical state. As the numbers of undocumented and uninsured immigrants grow in our region, we can expect to see an even larger increase of such cases, tragic because they are so preventable. And we will continue to provide each of these women with the highest level of care and compassion. Why? Because it’s the right thing to do. Everyone deserves equal respect and access to superb care.”

Jack Ludmir, MD, Vice Chair, Department of Obstetrics and Gynecology, Pennsylvania Hospital

In our maternity care waiting rooms, women from all over the Philadelphia area share pregnancy stories and pictures of their older children. Though their backgrounds and income levels may be dramatically different, they are united here in welcoming a new life to their families, as well as in the knowledge that they will receive the highest level of pre- and post-natal care.

A leader in the care of women and families, the University of Pennsylvania Health System is the largest source of obstetrical care in Philadelphia. Guided by the principle that every woman deserves appropriate pre- and post-natal care, the Hospital of the University of Pennsylvania, the only obstetrical unit in West Philadelphia, and Pennsylvania Hospital, care for women throughout the region for highly specialized, comprehensive maternity care.

Expectant parents, regardless of age, income level, nationality or citizenship status, have access to a full range of services and support, from midwifery care to high-risk deliveries. Whether they’re watching their babies grow in our Transitional Care Nursery or coping with fear and anxieties for their prematurely born babies who are in our Neonatal Intensive Care Nursery, all families have access to the emotional and medical support they need.



At the first breath of life...

Dignity. Equality. And the right to a fighting chance. These are the principles that guide the doctors and nurses of **Women's and Children's Health Services (WCHS)**, located at Pennsylvania Hospital. Women travel from the farthest reaches of the city, often taking two or three buses, for care from our dedicated staff. Our physicians and midwives bring healthy Philadelphians into the world and give them equal opportunities to thrive.

Beyond clinical care, Women's and Children's Health Services offers low-cost certified childbirth education classes, walk-in pregnancy testing, individual birth control counseling, and social work support. WCHS also helps teenage parents develop the skills necessary to build strong and healthy families. Its Strategies to Encourage Parental Self-Sufficiency (STEPS) program provides these pregnant teens and their partners with prenatal care, counseling and education, family planning and other services they may need.

In collaboration with the J. Edwin Wood Clinic at Pennsylvania Hospital, WCHS runs Loop of Love, a program that provides special services to HIV infected women and their partners. Additionally, our Male Partner Services treat the male partners of WCHS female patients who have a sexually transmitted disease.

WCHS has also developed relationships with the City of Philadelphia's district health centers. A team of Pennsylvania Hospital nurses, physicians, and midwives provide on site care at these centers and identify higher-risk patients who may need care throughout their pregnancy.



...and throughout a woman's lifetime.

The health care needs of a teenage girl are vastly different from those of a woman facing menopause. Emotionally, physically, and socially, woman's questions, concerns, problems, and challenges evolve throughout her lifetime. To address the concerns of low-income women of all ages in our communities, we provide gynecological, obstetric, family planning services, and other specialized care at one of City of Philadelphia's public health centers in West Philadelphia (Health Center #3) and the Helen O. Dickens Center.

For many generations of women in Philadelphia, the Hospital of the University of Pennsylvania's [Helen O. Dickens Center](#), named for one of the nation's first African-American obstetricians and supported by the hospital, has been a part of the family, caring for them, their daughters and granddaughters through the births of children and grandchildren and at all stages of life in between.

Many of the Center's patients are either Medicaid insured, uninsured, and/or immigrants living in low-income areas where there is limited access to obstetrical and gynecological education and care, and the stress of living at or below the poverty line is high. They come to the Dickens Center with complex medical, obstetrical, psychosocial and educational needs that range from medical care for high-risk pregnancies

to domestic abuse counseling, help with housing issues to referrals for support and education, to connecting patients with Healthy Start, a community-based maternal and child health program.

Starting with their first visit in obstetrics, each woman works with an individualized team of ob-gyn physicians, nurse practitioners, and midwives, who collaborate with social workers, nutritionists, and financial counselors to meet her unique needs. Our staff, many of whom have served three generations of women within one family, go above and beyond to help the women who entrust them with their health and the health of their babies.

The Center also partners with a network of support agencies and programs throughout the city to ensure that women have access to education programs, job resources, and financial and social service support.



Supporting Penn's commitment to serve women in the surrounding community, the Center's prenatal team also provides routine obstetrical care at Health Center #3, one of the City of Philadelphia's public health centers. At both the Helen O. Dickens Center and Health Center #3, a nurse care coordinator, in collaboration with a multidisciplinary medical team, manages each woman's medical and obstetrical needs, and provides her with nutrition counseling and education; social work screening; interventions and referrals; smoking cessation support; prenatal, childbirth, and parenting education; substance and drug use identification and referrals; and community-based referrals to advocacy and educational programs.

In times of emergency...

Annually, the Health System's emergency departments respond to more than 115,829 visits and are a primary source of medical services for patients throughout the region. Many patients have complex health problems that suddenly become life threatening while others have emergent critical needs from an accident or sudden trauma. Others, lacking options in their communities, seek help with chronic conditions that may have been prevented or otherwise managed with access to primary care.

Our emergency department staff offers treatment to everyone who walks through our doors, at any time of day, regardless of who they are and their capacity to pay for treatment. When follow-up care is necessary, financial counselors help patients arrange for support and work with our home care programs if home-based care is required.

“Our Emergency Department provides needed medical care to a broad range of patients throughout the city and region regardless of ability to pay. Many of our patients are critically ill or injured and many lack access to primary and specialty care. We are the safety net for our institutions' clinical practices and the community at large, providing emergent and urgent care 24 hours a day, 7 days a week. Our staff work closely with community resources to provide homecare and social services for patients in need and even assist the 15-18% of our patients who lack basic health insurance to get coverage and arrange for ongoing care.”

Elizabeth M. Datner, MD, Medical Director, Department of Emergency Medicine, Hospital of the University of Pennsylvania

Emergency Department visits in fiscal year 2007:

Hospital of the University of Pennsylvania	57,450
Pennsylvania Hospital	33,038
Penn Presbyterian Medical Center	25,341

Trusted Care

Victims of domestic violence also seek out emergency departments for care. Scared and hurting, they need treatment, yet frequently hide the truth about their injuries from emergency department staff.

Our doctors, nurses and counselors are trained specifically to identify and gently counsel victims of domestic violence. Everyday, we do more than help to heal physical wounds: we work to link victims with the resources they need to live more safely once they leave our hospital's protected walls.



Ganine Broderick, RN



Compassion on the front lines

Penn trauma surgeon, John P. Pryor, MD, Trauma Program Director and Assistant Professor of Surgery, Hospital of the University of Pennsylvania, knows death all too well. He sees it often in the trauma bay, many times preventing it; other times accepting its inevitability and comforting the families left in its wake. Never easy, death is nonetheless a part of everyday life in his specialty.

Nothing in his 22 year medical career, however, prepared Dr. Pryor, a Major in the U.S. Army Reserve Medical Corps, for what he saw during a tour of duty at the 344th Combat Support Hospital in Abu Ghraib, Iraq, in 2006. Night after night injured soldiers and Iraqi victims, some children, streamed into the emergency room, frequently with fatal injuries. Of the experience, Dr. Pryor writes in his final report before returning home, “As an army surgeon, I have seen a level of destruction that even I thought impossible. Every death is painful, every one takes a little out of me. Losing these kids here in Iraq rips a hole through my soul so large that it’s hard for me to continue breathing.”

The anguish and despair he saw on the battlefield have made Dr. Pryor an even more compassionate surgeon at the Hospital of the University of Pennsylvania and has strengthened his steadfast determination to fight harder for his patients’ lives every day.



John P. Pryor, MD

...and in times of trauma.

Considered a national and international model of trauma and surgical critical care, Hospital of the University of Pennsylvania’s Level I Trauma Center is staffed by the nation’s leading surgeons and trauma specialists, who responded to more than 2,700 trauma cases in 2006 alone. Trauma departments from around the world travel to Philadelphia to learn from the team, and the United States Army sends surgeons to train here before they deploy to places such as Iraq and Afghanistan.

“The trauma team at the HUP is one of the reasons the city doesn’t have an even higher mortality rate from gun violence. Every night I see the trauma team’s speed and precision save lives, and it never ceases to amaze me. What they do on a daily basis to save victims of violence is nothing short of incredible.”

Lieutenant John Walker, Southwest Detective Division,
Special Investigations Unit, Philadelphia Police Department

“We send our teams to study with Dr. Schwab and his team because we consider it the best place in the United States to learn trauma surgery.”

Sten Lennquist, MD, PhD, a Swedish surgeon and editor
of *International Disaster Medicine Journal*

Helping to find a way through...

A cancer diagnosis floods patients and their families with emotions and questions. What does my future hold? How will I get through this? What are my treatment options? Who can I talk to? How can I increase my chances of a cancer-free future? Can I work? How will I pay for care? Will I live and who will take care of my kids?

Every day, doctors, nurses and support specialists care for patients through the overwhelming experience of a life altering diagnosis such as cancer. We understand that behind each illness is a person with a past and future, filled with family and friends, hopes and dreams. Nowhere, perhaps, is this more true than at the [Abramson Cancer Center](#) at the University of Pennsylvania, where we work tirelessly to make every aspect of a cancer diagnosis more manageable and less frightening.

A team of Abramson Cancer Center doctors, nurses, nutritionists, and support specialists work side-by-side with every patient to identify the patient's unique course of care and supportive service needs. A key player on this team is the

“Sometimes a simple evening at a ball game can bolster a patient’s spirits and renew a family’s energy. We never want our patients – whatever their income level – to have to choose between critical care and important time with family. Our special funds help patients without financial resources have a much needed dinner out or even a vacation with family.”

Margaret Lazar, MS, MSW, Director, Patient and Family Services, Abramson Cancer Center

Patient Support Specialist. They help patients and their families navigate complex choices about care and insurance requirements and keep track of tests, treatments, and related appointments. The specialist listens to the needs of the patient and helps them connect with their families throughout their treatment. Whether it is help with paying for dental work as a result of cancer treatment, bandages for wound care, or a night at the ballpark with their family, the specialists at the Abramson Cancer Center try to ease the burden of patients with cancer as much as possible.

Additionally, people from around the world and here in Philadelphia can benefit from the vast knowledge of the Abramson Cancer Center team. *Oncolink*, the web’s first cancer resource, offers free information about specific types of cancers, as well as news about treatments and research advances. Founded in 1994 and updated every day, the service helps patients learn more about cancer and empowers them to have a hand in charting their care or that of a family member. Patients and loved ones can access *Oncolink* through several computer stations throughout the hospital and cancer center practices.

The Leonard and Madlyn Abramson Family Cancer Research Institute provides support and hope for people fighting cancer. The Institute supports collaborative and innovative cancer research, as well as the education of scientists and physicians who are dedicated to learning and understanding more about all types of cancer.





The Cost of Just Living

At 60 years old, Lancaster, PA, resident Jon Tribble lived an active lifestyle. As the owner of a bakery, he handled heavy equipment daily. Regular handball games kept him active outside of work. Stress tests and physicals left little cause for concern. He and his wife looked forward to one day spending their hard earned retirement savings together. They never expected to use their savings to help keep him alive.

In April 2004, after suffering a heart attack, Tribble learned he needed a heart transplant. He waited two weeks at Hospital of the University of Pennsylvania before a heart became available. The surgery was successful, yet the road to recovery long.

Co-pays and prescription costs quickly consumed his life's savings. After the transplant, the demands of his occupation became too difficult. Tribble sold his business, switching to Medicare coverage. Even with Medicare's help, routine post-surgery care and prescriptions were financially overwhelming.

"At one point, we were so strapped that I had to consider rationing or even skipping medications," says Tribble. "I knew if I cut back I'd die, but there was just no money."

Penn Heart Transplant social worker Elizabeth Shore, MSW, CSW, worked with pharmaceutical companies to get Tribble the medications he needed at little or no cost. She also helped him find funds to cover many of the other expenses of post-transplant care.

"It was ludicrous to think that after Penn spent all that money saving me from death, I might die because I couldn't afford staying alive," says Tribble. "Liz Shore does everything possible to help me maintain a high level of care."

...and easing the burden.

In the [Penn Heart Transplant Program](#), the largest in the Mid-Atlantic region, social workers form strong bonds with patients and their families as they help ease the fear and distress of heart failure and the burden of transplant costs. As part of the patient care team, they work with doctors and nurses to identify a patient's needs before and after a transplant. Acting as patient advocates, they spend countless hours coordinating coverage for all procedures and follow-up care for patients from Pennsylvania and surrounding states. Many times, they go beyond their day-to-day responsibilities to make life easier during this stressful time.

Connecting patients with Medicaid coverage, wherever they call home, is just the beginning. The program's social workers also contact county caseworkers to identify supportive services in a patient's hometown. They help patients manage prescriptions and work with pharmaceutical companies to ensure a consistent supply of medications; even after prescription coverage has been exhausted. To cover needs outside of health care costs, the heart transplant social workers collaborate with an outside fundraising organization to help patients pay for expenses such as tolls, parking and meals.

Social workers at the Hospital of the University of Pennsylvania carry on a long proud legacy of service and caring for the community. Founded in 1907, the hospital's social work department is the second of its kind in the nation. Over the last century, the department has worked to address the social environments that cause illness and has been a pioneer in public health work. Today they continue to serve as a model of helping throughout the nation.

because

there's a responsibility

PENN Medicine's responsibility to help and heal extends far beyond clinical care to shaping the future of medicine. In collaboration with Penn's Center for Community Partnerships, the staff work with West Philadelphia public schools to interest young people in careers in medicine and encourage them to take a leading role in shaping the future health of their neighborhoods.

On the campus, the University of Pennsylvania's School of Medicine greets some of the nation's brightest students every year. They come with smart minds and large hearts. In the classrooms and through hands-on, personal experiences, we train and educate them to put these ambitions to work and understand that the practice of medicine is, above all else, about the people we serve. Through example and instruction, the faculty teach tomorrow's physicians and scientists to combine empathy with complex medical science.





We believe that improving the health of a community begins with providing options for its youngest members and giving them opportunities to become tomorrow's medical leaders. In two West Philadelphia public schools – Sayre High School and Charles Drew School, we educate students on social and medical issues so they can be proactive in their own health care. Mentoring programs expose these intelligent and talented young students, who live in areas of extreme need, about opportunities beyond the street. The health science programs actively involve them in hands-on learning. Year-round hospital internships provide first-hand experience with various medical professions and spark aspirations for bright futures.

“Sayre provides a unique opportunity to truly invest in the future of the community. By demonstrating this commitment, we are improving the lives and health of students and their families by teaching valuable life skills and unique educational experiences that they will carry forward into the next generation.”

Bernett L. Johnson Jr., MD, Professor and Senior Medical Officer for the Hospital of the University of Pennsylvania; Senior Associate Dean for Veterans Affairs; Senior Associate Dean for Diversity and Community Outreach

“Bright teenagers from our neighborhood, working side-by-side with our dedicated professionals, discover first-hand the rewards from a career in health care. Our goal is not only to help build a strong, diverse workforce but also to provide students with a valuable learning experience.”

Albert P. Black Jr., Chief Operating Officer, Hospital of the University of Pennsylvania

Building a brighter future...

PENN Medicine has supported a wide range of educational, cultural, and recreational programs at Sayre High School and offers year-round employment internships for their students.

PENN Medicine and Penn's Center for Community Partnerships have joined with Sayre High School in West Philadelphia to open the state-of-the-art [Sayre Health Center, a Community Health Center](#). Located at 58th and Walnut Streets, the 4,110-square-foot center – built with labor donated by the hospital's architecture, design, and contracting partners, and with the enthusiastic support of local officials – offer a range of services to students, parents, and the surrounding community. In the facility, visitors receive primary and preventive care; immunizations; family planning; ob-gyn services; hearing, vision, and dental screenings; as well as pharmacy services from physicians in Penn's Department of Medicine and Community Health. The center also provides outreach, eligibility assistance, and case management to young people and their families.

A true team effort, Sayre students and staff are active partners in all Sayre initiatives, including the health center. Sayre juniors and seniors learn from University of Pennsylvania School of Medicine students how to perform basic medical intake operations, including blood pressure, height and weight, and vision recordings. They apply this knowledge on-the-job at the center, where they assist health professionals by providing medical information and referrals for patients.

“The community needs health care, and health systems need specialized health care workers. What better place to draw workers than from the communities they serve.”

Kent Bream, MD, Medical Director, Sayre Health Center

Determining a Path

“For as long as I can remember, I’ve wanted to be a nurse. When Ms. Simmonds, the Sayre internship coordinator, visited our school to talk about the summer employment program, I knew it was for me. I applied right away and interviewed with five different departments, before deciding on Hematology and Oncology.

For five weeks, I shadowed nurses and doctors and saw first-hand what it means to heal and help people. Sometimes it’s observing the administering of an IV and other times it’s filing a chart. It’s watching a patient make progress and crying when a patient we cared for dies – a patient who loved to make us laugh when we wanted so hard to make him laugh and help him return to his family.

At the beginning of the summer program, I was nervous but also excited to experience work in a clinical setting. I loved going to my job and being part of life in a hospital. Teenagers get a bad rap all the time and it felt so good to know I accomplished something and made a difference to many people. After a summer working at the hospital, I know for sure, having seen nursing up close and personal that it’s exactly what I want to do with my life.”

Shantel Riddick, Senior, Sayre High School, graduate of the Hospital of the University of Pennsylvania Summer Employment Program for High School Students





...and learning through experience.

For more than a decade, the University of Pennsylvania School of Medicine's Department of Family Medicine and Community Health has maintained a strong relationship with the Charles Drew School in West Philadelphia through the [Drew Health Collaborative](#). Each year, our medical students, residents and faculty work with the school's students, staff and other partners to identify prevalent community health issues and develop targeted programs to address these issues.

New in 2007 and designed in response to growing pediatric asthma rates in the Drew community, the [Drew Health Ambassadors'](#) program is an asthma awareness, education and capacity-building after-school program that Penn's Department of Family Medicine and Community Health is developing in collaboration with the University of Pennsylvania's Academically Based Community Service programs.

To stem growing violence among youth in the city, the Department of Family Medicine and Community Health has joined with a host of partners to implement [Drew PREVENT](#), an innovative school-based intervention program designed to address interpersonal and intimate violence among sixth and seventh grade students. The goals of the program are to help young people build self-esteem, develop peaceful conflict resolution skills, recognize and retreat from unhealthy and unsafe situations, and engage in safe and healthy relationships.

Because so many of these young people are witness to or victims of violence, we also help them heal from traumatic experiences.

Drew PREVENT community partners include Penn's Department of Family Medicine and Community Health, the Charles Drew School, Congreso de Latinos Unidos, Institute for Safe Families, Women Organized Against Rape, the Philadelphia Department of Human Services, the Philadelphia Mayor's Office of Community Services Fatherhood Initiative, and the Philadelphia Department of Public Health, through the Division of Maternal, Child, and Family Health, and the University of Pennsylvania's Center for Public Health Initiatives.

“The work the Department of Family Medicine and Community Health and PENN Medicine does in the community to build sustainable health-promoting initiatives and programs has an impact on so many, from the communities we serve and collaborate with – to PENN Medicine students and residents who build important relationships with their communities and learn to appreciate how communities can affect health. The work that we are doing can serve as a model for partnerships between academic and community-based institutions.”

Peter Cronholm, MD, MSCE, Assistant Professor,
Department of Family Medicine and Community Health,
Director Drew Health Collaborative

Since its founding in 1765 as the nation's first medical school, the University of Pennsylvania School of Medicine has recognized its responsibility to shape the future of care through medical training that bridges empathy and responsibility with the most advanced medical practices. We want our students to graduate as more than expert physicians, scientists, and teachers; we want them to be compassionate and understanding people.

The medical school requires student participation in programs that help them develop the experience and compassion that turns good practitioners into true healers.

Teaching to Care

"I'm sure my home in Elverson, PA, is the last place two first year medical students – one from Boulder, CO and the other Campbell Hall, NY – expected to have a meal. Yet, when I invited my LEAPP students to spend an evening with my family, it's just where they found themselves.

After talking on the phone and meeting in the hospital, the students and I felt it was important that they see first hand what it means to live day-to-day with Focal Segmental Glomerulosclerosis, a disease that affects the kidney. Ten hours a day of dialysis, every minute waiting for a kidney to become available for transplant.

We sat at the dining table for hours. They wore masks to protect me from infectious germs. Against the backdrop of my dialysis machine, I answered their questions about the difficulties of financing care with Medicaid and getting by on a limited income. I spoke about the effect living with a chronic illness has had on my life and those who love me, and my mother shared her experience as my caregiver.

At the end of the evening, they had a greater, more personal understanding of what it means to be a patient – and a doctor."

Melissa Coleman, 36 years old,
LEAPP patient participant

Making it personal...

Students learn the science of medicine in classrooms and laboratories, but only one-on-one interactions with patients can convey the reality of life with a chronic illness. The University of Pennsylvania School of Medicine developed [Longitudinal Experience to Appreciate Patient Perspectives \(LEAPP\)](#) specifically to help students develop a personal understanding of how chronic diseases affect patients and their families on a daily basis.

All first-year medical students are matched with chronically ill patients. For a year and a half, students visit their patients at home, check in by phone and e-mail, and accompany them to doctor visits. As the relationship between the two develops, student empathy builds and they often become sources of support for patients and may aid in communication with their physicians.

"Students begin with LEAPP before they get into the heavy science of medicine and start viewing all disease through a medical lens. We want them to know patients as people first and develop empathy for them as humans, rather than a disease to be treated."

Paul N. Lanken, MD, Associate Dean for Professionalism and Humanism, University of Pennsylvania School of Medicine





“I’ve come to see a more realistic side of medicine, complete with many gaps and insufficiencies in health care. However, I have also come to see how rewarding it is to play a role in filling some of these gaps, no matter how small, and I will carry this experience with me throughout medical school and into my career”

Kathy Lin,
2005 BTG CHIP,
University of Pennsylvania
School of Medicine

...and linking communities.

Started at University of Pennsylvania School of Medicine in 1991, [Bridging the Gaps \(BTG\)](#), a partnership of the area’s five academic health centers, links the interdisciplinary training of medical and other health and social service professional students with the provision of health-related service in underserved and low-income areas throughout the Philadelphia region. Through their Community Health Internship Program, students who participate in the BTG Community Health Internship Program (BTG CHIP), BTG Seminar Series, and/or BTG Clinical Program, gain an understanding of the complex issues facing vulnerable populations in urban communities. BTG CHIP and the clinical program are designed to combine this learning with a service provision in a community setting.

BTG is administered today by a consortium of representatives from Drexel University, Philadelphia College of Osteopathic Medicine, Temple University, and Thomas Jefferson University, and the University of Pennsylvania School of Medicine, all of which have adopted the program. Lake Erie College of Osteopathic Medicine and the University of Pittsburgh have also implemented their own variations of the program and joined with the Consortium to form the Bridging the Gaps Network.

because we can

As a health system, medical school and research institution, PENN Medicine has tremendous resources. With nearly 16,000 physicians, nurses, scientists and staff, we have the capacity to help improve the health of our neighbors in communities throughout the region.

Our ability, however, to have an impact on the health and well being of individuals and communities comes from much more than sheer numbers. It comes from the heart, drive, and vision of our physicians, scientists, nurses, students, and staff, who discover solutions to complex issues; and from the quest of researchers, who seek to understand the root causes of illness and public health concerns – and who resolve to find answers. Collectively and individually, their knowledge and desire to serve materializes into programs that impact those around us.

We know that we cannot create change alone. From work with at-risk and underserved communities to violence prevention programs, we integrate our research and medical knowledge with the expertise of other organizations and state and federal programs to maximize our collaborative powers to help. Through these relationships with community-based agencies, our researchers and students are able to learn much more about the complex needs of people at risk in these communities and find solutions.

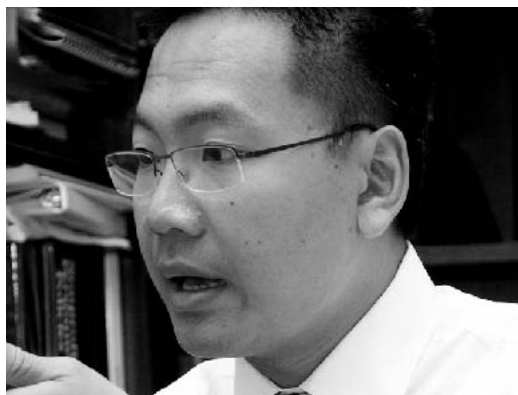




Applying research to community realities...

Our vision and will to do more are apparent in the ongoing research within the Asian communities throughout Philadelphia. Until recently, little was known about the health needs of these growing populations. Isolated by language and social customs, Asians have long been ignored by public health research. The diversity of languages among the Laotian, Korean, Vietnamese, and Cambodian populations makes translating health care information difficult and cultural norms prevent patients from seeking outside help.

When Giang T. Nguyen, MD, MPH, MSCE, Assistant Professor, Department of Family Medicine and Community Health, University of Pennsylvania School of Medicine, saw the void of public health work and research, as well as the absence of health care services within this community, he set out to break down the barriers. Outreach and collaboration with churches and community organizations in Asian communities offered him access to at-risk individuals and presented opportunities to collect essential health data and improve people's lives.



Giang T. Nguyen, MD, MPH, MSCE

PENN Medicine's work with these communities is ground breaking. Staff and student outreach takes the form of health fairs, breast cancer awareness events, HIV care and prevention education, and vaccination programs.

Partnerships with neighborhood churches, the Philadelphia Department of Public Health, AIDS programs, and the American Cancer Society, offer access to at-risk individuals, who might otherwise have gone without information or preventive care. We also work with these partners to collect data that will help us further understand the needs of these communities and develop programs that address them.

Our World is Our Community

The University of Pennsylvania School of Medicine students and faculty address the challenge of providing quality health care in a global environment. In places such as Botswana, Guatemala and the Dominican Republic, students and physicians are sharing their knowledge and caring for the sick. In Kumasi, Ghana, students this summer worked with sickle cell patients while in Rural Malawi, others studied the social impact of HIV/AIDS.

to trusting in neighbors...

Healing a community requires the trust of the men and women within it. Yet, distrust of outsiders is common in communities long ignored by the mainstream. Our staff work tirelessly – often over decades – to build the trust of the people we seek to help. We listen to their concerns and work with them to identify risks and needs. Together we seek solutions.

Launched in fall 2007, the [Penn Mobile Clinical Trials Unit](#), a portable research service, is the result of years of relationship building and outreach in West Philadelphia. Designed on research showing clinical trials are most effective when community-based, the custom-built medical vehicle, with two fully-equipped exam rooms and a waiting area, travels to areas of West Philadelphia with high rates of HIV.

Researchers, students, and medical residents work with block-captains and community leaders to identify people engaged in high-risk behaviors. With the trust of the community behind us, we are able to explain how clinical trials are conducted, confidentially and anonymously. At regularly scheduled intervals, the vehicle returns to the neighborhoods so trial participants can easily connect with the staff. Residents and participants in these trials also receive regular medical care and health education.

The Penn Mobile Unit has become a steady and welcome part of these communities, allowing us unparalleled access to a community of men and women who might otherwise go without care.







and reducing violence.

Flowers and teddy bears, left with personal notes of remembrance and grief, lie in colorful piles on many Philadelphia street corners, heartbreaking tributes to the young lives cut short by gunfire and the devastated family and friends left to mourn. As increasing waves of violence sweep across the city, PENN Medicine is committed to a number of efforts aimed at suppressing the rising tide.

The Hospital of the University of Pennsylvania trauma center's [Firearm & Injury Prevention Center at Penn \(FICAP\)](#) works to reduce gun violence and its impacts. Run from the School of Medicine's Department of Epidemiology and Biostatistics, FICAP conducts extensive research on firearm use and injury – research that, in turn, is shared with policymakers and prevention programs throughout the Philadelphia region.

Understanding more to do more

About five people are shot every day in Philadelphia and one of these people will likely die. Of course, many have asked the question why and when will the violence end for them and their families. Solutions to complex problems evolve through scientific research.

Thanks to the work of Charles Branas, PhD, Associate Professor of Epidemiology at the University of Pennsylvania School of Medicine, and his research team, this former emergency medical services provider took a scientific approach to answer the questions of why and how. By leveraging science to dispel gun violence's numerous social, economic, racial and, often political underpinnings, his work clears the confusion and reveals the facts.

This research brings solutions to those on the front lines – police, emergency medical personnel, and members of the community – those searching for answers.

One such program is the Philadelphia Collaborative Violence Prevention Center (PCVPC), established in 2006 through a cooperative agreement with the Centers for Disease Control and Prevention. PCVPC designs, implements, and evaluates sustainable programs that help communities withstand violence and reduce the frequency and impact of youth violence, injury, and death in West and Southwest Philadelphia. Along with the Hospital of the University of Pennsylvania, the collaborative includes Drexel University, Children's Hospital of Philadelphia, Temple University, and other community-based organizations.

FICAP also provides data to the Pennsylvania Injury Reporting and Intervention System (PIRIS), an intervention initiative run by the Philadelphia Health Management Corporation and funded by the Pennsylvania Department of Health. PIRIS provides comprehensive individualized intervention services – including education, counseling, and employment support – to 15- to 24-year-old gunshot victims who are admitted to the Hospital of the University of Pennsylvania, Albert Einstein Medical Center, and Temple University Hospital, which together treat nearly 40% of all Pennsylvania firearm-related hospitalizations among this age group.

“We have an opportunity to look at behaviors and patterns that lead to gun violence. With this research, we can identify statistically where it's happening and how to prevent more deaths in the future.”

Charles Branas, PhD, Associate Professor of Epidemiology, University of Pennsylvania School of Medicine

because

there's a shared humanity

"Not everything that can be counted counts, and not everything that counts can be counted." Albert Einstein

Holding a hand. Volunteering knowledge. Getting involved. Providing compassion. While we can't count these acts of kindness, we know they make a difference in our community. Day in and out, some permanent and others fleeting, the men and women of PENN Medicine work to improve the health of the individuals we serve and the communities in which they live.

We see a world in better health and a community living longer and healthier. That community is where we are and where we will remain, sharing what we know and what we can do, and receiving immeasurable benefits in return.



Our mission is a simple one: we intend to be the very best we can be. We pursue this mission in service to our scholarship, our obligation to teach others and our commitment to caring for those we can help. At PENN Medicine, we see the future every day through discovery, learning gained and shared, and lives made better. Those who join us in this mission are grateful for the privilege and accept the many responsibilities such privilege conveys.



We appreciate and acknowledge the physicians, nurses and staff throughout the University of Pennsylvania School of Medicine and University of Pennsylvania Health System who contributed to this report.

If you would like additional copies of this publication, please contact the Penn Communications Department at 215-662-2560.