

simply

# because

a 2016 community benefit report



Penn Medicine

Perelman School of Medicine  
University of Pennsylvania Health System

# A Temporary Fix is Not Enough

Putting a bandage on a problem doesn't prevent it from reoccurring. Penn Medicine's community programs focus on what lies beneath, marshaling our missions of education, patient care, and research to improve our surrounding communities from within.

Studies show that medical care accounts for less than 20 percent of an individual's ability to thrive and be healthy. The other ingredients are the so-called social determinants of health: educational and job opportunities, a safe environment to live in, and economic security. Penn Medicine's work in the community takes aim at them all. The common thread? Building a sustained connection with those we serve, and providing lifelong tools to encourage and improve wellness.

The photos and stories showcased in this book are only a small sample of the work our faculty, staff, and students do in the community each year.









# Providing the Tools





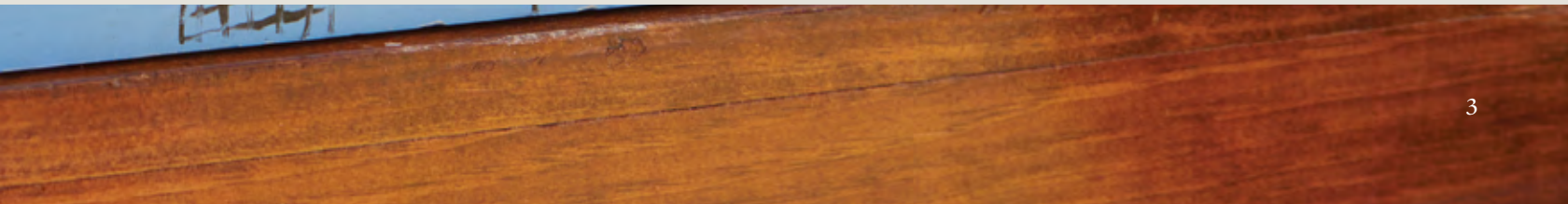
## *Spotlight*

# Puentes de Salud

Over the past decade, Puentes de Salud has built a program that combines tools to shore up each facet of life for Philadelphia's growing Latino immigrant community. With a few full-time staff and an army of volunteers from across academic disciplines at the University of Pennsylvania – medicine, nursing, dentistry, education, law, and business – and other community partners, Puentes has become a model program for ensuring immigrant health.

“What makes a community healthy is thinking about the next generation, the children,” says Steven Larson, MD, an Emergency Medicine physician and assistant dean for global health programs in Penn's Perelman School of Medicine, who co-founded Puentes in 2006 along with Jack Ludmir, MD, the longtime chair of Obstetrics and Gynecology at Pennsylvania Hospital. “If we don't work with them at this stage and give them the opportunities they need to succeed, I'll see them in my emergency room someday, and by then, it's often too late.”

In the spring of 2015, after a decade of planning and building their vision, Puentes came home: A former Penn IT center at 1700 South Street has been transformed into the Puentes de Salud Health and Wellness Center. Penn Medicine rents the organization space for a dollar a year. The 7,000-square-foot site consolidates Puentes' many health and social programs, creating a one-stop-shopping space for the community it serves.









## A Leap of Faith for a New Life

Leaving her home in Puebla, Mexico, required a leap of faith for Justina. Her husband Apolinar was already in Philadelphia, working as a dishwasher and saving money so his wife and two children, Ana and Francisco, could someday join him in the United States. Their plan took years to come to fruition, fractured by multiple attempts to cross the border and separation from their children before the family was reunited in Philadelphia in 2010.

Like generations of immigrants before them, Justina and Apolinar, who both work in local restaurants, now say their focus — “their main job” — is to ensure that their children can explore their interests, grow, and build a future here. At Puentes de Salud, they’ve found partners in this pursuit.





Puentes de Salud's after-school and mentoring program – Puentes Hacia el Futuro – is based at Southwark Elementary School in South Philadelphia. Supported by more than a hundred interns and volunteers, it now serves 500 children each year. The program includes in-class kindergarten support, a girls' empowerment program, and a science, technology, engineering, and mathematics (STEM) component that aims to jumpstart a new generation of video game and computer programmers.



Francisco was separated from his family during their arduous journey to reunite in the United States, and when he finally joined them in Philadelphia in 2010, he was almost ten. He missed his grandparents and his rural village in Mexico, fearful of his new life in a crowded, big city full of strangers, some of whom would bully him at his new school. He couldn't speak English and was quiet and withdrawn.

When Francisco first met Nora Hiriart Litz, who runs an art program at Puentes, a window opened up. Through the art projects, participants were encouraged to talk about the life they left behind – and their new one. Francisco also joined the soccer program – “I like,” he says, “to be the one that makes the goals” – learned how to fence, and participated in the summer literacy program, as well as a course in computer coding through the STEM education effort.





# Francisco's Goals for himself by 2018

- 1) Be fluent in English
- 2) Be more mature
- 3) Be able to visit Puebla and return to Philadelphia
- 4) Have a part time job
- 5) Have good enough grades so I can apply for college next year
- 6) Being recognized as an artist







The efficient and low-cost care that Justina and Apolinar received at Puentes for Ana, who has a thyroid condition which once required a three-hour journey from their village in Mexico, provided a cornerstone for their security in the United States. Ana had never received proper care before their arrival. “We were treated really well,” Justina and Apolinar recounted through a translator. “They made us feel comfortable. And we still feel that way, because we don’t go anywhere else for health care.” In its new clinic, running five days a week, Puentes expects to provide health care to more than 10,000 patients.

Like a modern-day town square, the Puentes de Salud Health and Wellness Center is the site of an array of activities for South Philadelphia's Hispanic community. In addition to its medical clinic and educational programming, Puentes also offers English classes for adults, partnerships with Wharton School faculty that allow financial literacy classes for families working to gain an economic foothold in their new home, yoga, and healthy cooking classes. Free childcare during these programs ensures access for those juggling jobs and raising families. An oral history art project has allowed families to tell their immigration stories and display them at the Kimmel Center for the Performing Arts, colleges across the region, and arts and cultural events.

Social service offerings include food assistance, legal aid, and help for victims of violent crime and domestic violence. The center also offers weekly discussions on issues from hypertension to immigrant rights and from bike safety to food stamp eligibility.

And with room to grow, Puentes' new space on South Street will be the site of additional ventures to further connect the program's many facets. For example, the program's leaders are currently developing partnerships and funding to launch an Early Head Start program to provide crucial preschool opportunities for children born through Puentes' sister program, Latina Community Health Services, which has provided care for the pregnancies and births of more than 325 babies.













# Generation Next

Investment in building successful communities begins with youth. Penn Medicine's deep commitment to education begins with our youngest community members and an aim to eliminate the educational disparities that plague Philadelphia youth. Dozens of efforts take place throughout the year, with tutoring and mentorship activities at afterschool programs and in school libraries, camps and events that spark an interest for science both on our campus and in schools and other community settings, and training programs that prepare students for health care careers.

Penn Medicine's Pipeline Program has drawn a road map for West Philadelphia high schoolers to succeed in college and beyond. One hundred percent of students who complete the program – through which they intern within the University of Pennsylvania Health System and receive full tuition benefits for college classes – graduate from high school. With the help of a CAREs grant, an ice hockey team for children and teens with autism and other special needs has gathered speed, and new supplies and workbooks bring a creative spark to children who receive tutoring from Penn Medicine staff at a Philadelphia transitional housing center.



Hands-Only CPR and AED training  
at Marsh Creek Sixth Grade Center

Camp Erin

Philadelphia Science Festival  
Clark Park Discovery Day

Bucks County Admirals Ice Hockey



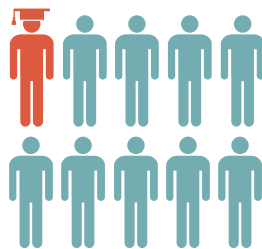
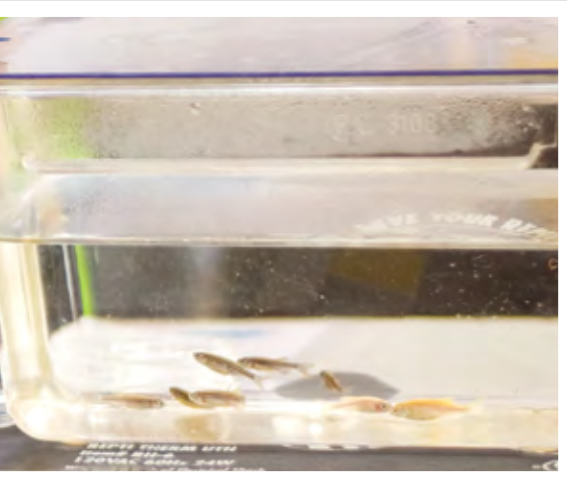








- Penn Medicine Pipeline Program
- Philadelphia Science Festival Carnival on the Parkway
- Sayre Health Initiatives, Education, and Leadership Development (SHEILD) Program



only **1 in 10**

School District of  
Philadelphia graduates  
obtain college degrees

*Source: School District of Philadelphia via National Student Clearinghouse, 2010*





Camp Erin



United Community Clinic East Parkside Bike Rodeo



Philadelphia Science Festival Carnival on the Parkway

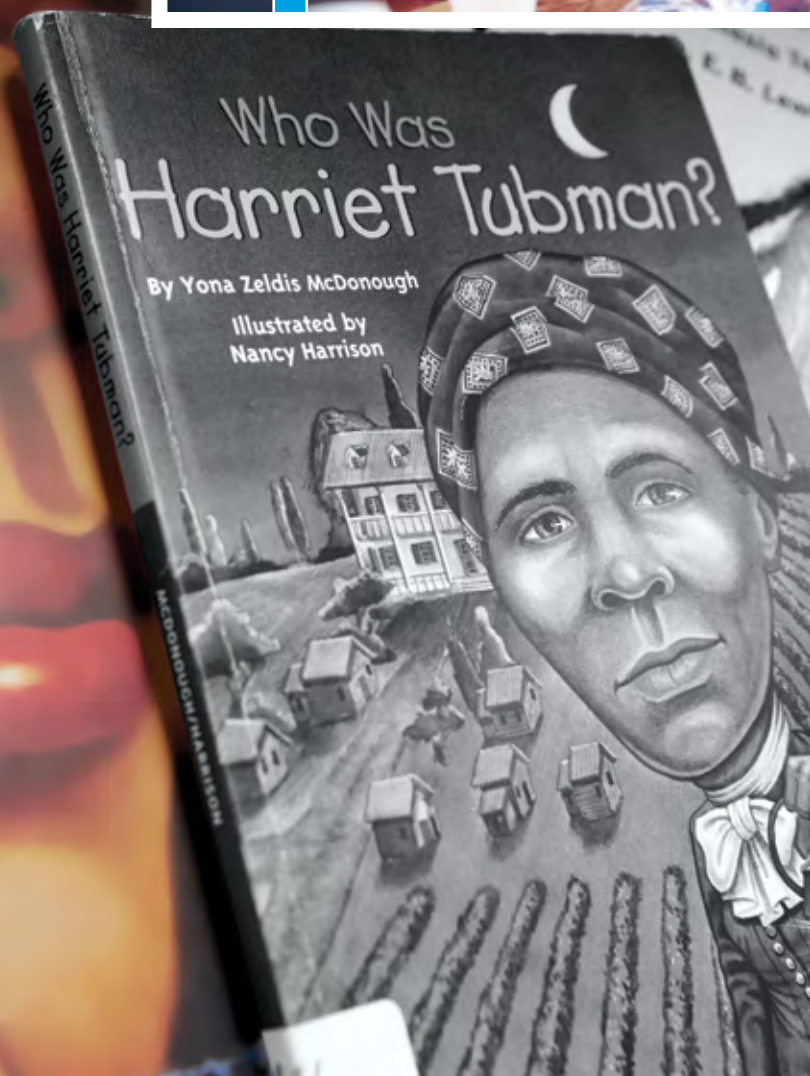


Philadelphia Science Festival Clark Park Discovery Day

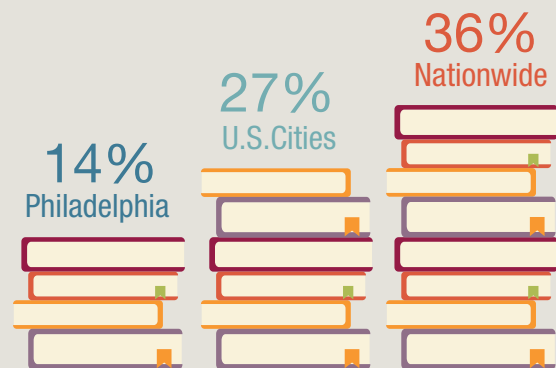




- West Philadelphia Alliance for Children
- Dr. Bennett L. Johnson, Jr. Sayre Health Center Chat and Chew
- Hands-Only CPR and AED training at Marsh Creek Sixth Grade Center







Percentage of fourth grade students at “proficient” or better reading levels

Source: National Assessment of Educational Progress, 2015

# Speaking Up

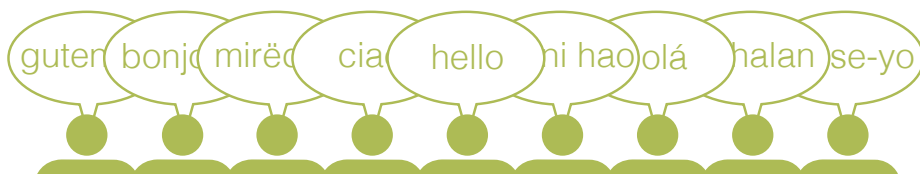
Each year, Philadelphia becomes more diverse – more than 15 percent of children and adults across the Philadelphia metro area speak a language other than English at home. So, too, have our efforts to care for community members and patients who speak foreign dialects or are new to the United States.

Penn Medicine programs have forged close-knit relationships with, for example, the region's Asian and Hispanic communities, providing services ranging from flu shots to free maternity care. A Penn Medicine CAREs grant funds translators at a refugee health clinic which supports abused women seeking asylum in the United States, and our students have crafted clever programs that combine community with care, such as a hypertension screening program based in barbershops.









146 languages are spoken in homes across the Philadelphia metro area

*Source: U.S. Census Bureau*

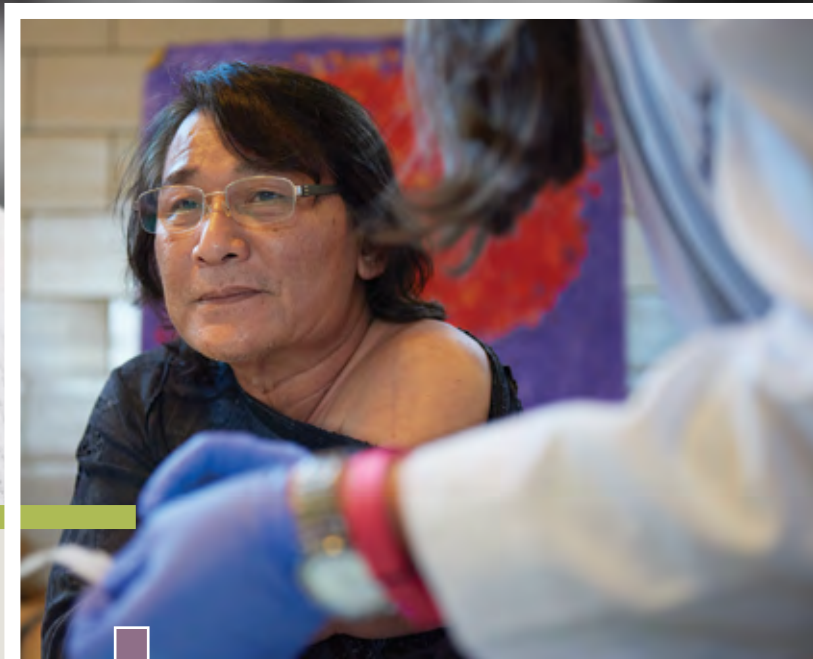





- Latina Community Health Services
- Ludmir Center for Women's Health
- Mobile Glaucoma Screening Program



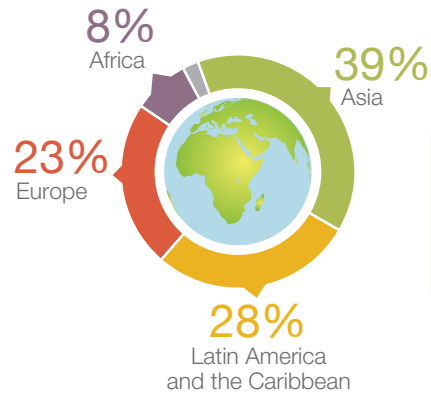






-  Penn Asian Health Initiatives
-  Latina Community Health Services
-  Community Volunteers in Medicine Hand Clinic





Regional origin of  
Metropolitan Philadelphia's  
diverse immigrants  
and refugees

*Source: The Brookings Institution, 2008*





■ Hispanic Fiesta at Penn's Landing

■ Cut Hypertension







# Partnering on the Path to Health






## Spotlight

# Penn Center for Community Health Workers

The **IMPACT** Program of the Penn Center for Community Health Workers provides individualized, home- and community-based care to high-risk patients, by tapping into lay neighborhood residents who have a calling to help. The program is based on research begun in 2010 by Shreya Kangovi, MD, MS, Perelman School of Medicine internal medicine physician who set out to identify and overcome the barriers to better health experienced by low-income patients. Kangovi's research revealed that often, these patients didn't necessarily need extra attention from their doctors to stay well – they just needed a helping hand from a friendly face in their neighborhood.



Today, with more than \$2 million in federal and philanthropic funding and support from Penn Medicine to employ 24 community health workers, IMPACT is a link to a wide range of medical, social service and support needs for patients. IMPACT community health workers help patients cultivate skills and knowledge to better navigate often-daunting medical or human services systems. One-on-one, the lay community health workers – who've received 140 hours of college-accredited training – help patients set attainable goals, provide critical connections to specialists and services, and offer guidance and support along the way. In 2016, the IMPACT program will serve 1,500 patients throughout the University of Pennsylvania Health System, the Philadelphia VA Medical Center, and a West Philadelphia health center.







## You'll Never Walk Alone: Randy and Anthony

When **Randy Hastings**, a senior community health worker at Penn Medicine, first went to meet **Anthony Jones**, he had some reservations. Looking over the last few years of his new client's medical history, which included diabetes and heart problems, Hastings couldn't help but wonder if Anthony was ready to tackle the challenges ahead. Community health workers are partners with their clients, helping clear the path of whatever obstacles are keeping them from better health and recovery. But, ultimately, the client must be willing to take the necessary steps.

"Anthony was ready," Hastings said. "He was motivated from the beginning and easy to work with."



Anthony stuck to his goals, short and long term. He would walk at least three times a week in his neighborhood, first in South Philly and later near his new home in West Philadelphia. He'd head out first thing in the morning, sometimes combining the exercise with his day's errands. Anthony met with the nutritionist Hastings arranged for him to see at the Perelman Center for Advanced Medicine and started cooking meals using the low-calorie menus she created for him. Hastings orchestrated three-way calls with a pharmacist when he learned Randy had run out of his medicine.

"Randy really gets where I'm coming from," Anthony says. "He cares."

He and Hastings went to doctors' appointments together. They toured the YMCA on 52nd Street, to see if workouts there could supplement Anthony's walks. And they took the train into Center City to shop at the Reading Terminal Market, to talk about new fruits and vegetables Anthony could incorporate into his diet. The brightly colored produce is not medicine, but Hastings knew it would be every bit as crucial to helping Anthony achieve his health goals.







## Home Court Advantage: Orson and Patricia

Community health worker **Orson Brown** noticed two things in his initial, brief meeting with **Patricia**. First, how quiet she was. He would have to find some way to gain her trust, get her to open up about herself. The second came from the way she shook his hand, even how she carried herself. He thought to himself, she has played ball somewhere. So when he followed up by phone the next day, he asked. Turns out she hadn't just played. She loved playing. She had been a three-sport athlete in high school. Well, Brown continued, since her goal was to lose weight and exercise more, would she meet him on a basketball court on Monday?

Though she was game, she wasn't strong. She hadn't been on a court in years. So the plan was to play to five points and see how that went. The games became a weekly event, gradually getting longer – to ten points, then 16, then 32. They met on the courts of the Francis Myers Recreation Center, where a mural proclaims, “I have seen that if you truly desire something better, it's not as hard as you think.”









As Brown and Patricia played, the quiet woman he'd met started to open up. "I used that time to just try to pry my way in a little bit as we're playing," he said. "Question here, question there, get a feel for who she is, what's important to her, what she's trying to work on."

One day, the pair cooled down at a bench on the sidelines, but the work continued. Patricia had been looking for a new home for her and her twin sister. The two abandoned houses on either side of her were attracting problems that created too many headaches for someone who was trying to stay on a healthier, stress-free track. So post-game, Orson set up his shop courtside. While she held the game ball, he had his phone out, a list of numbers in a folder before him. He started making a series of calls about potential new places for Patricia to live.

The process of looking for new housing was slow going, but they pushed forward – together. "One thing that makes it easier with Patricia is that we both have a belief in and a foundation of prayer," Brown says. "Many times, if I'm not sure how to figure something out, I'll say, 'Let's pray about it.' It's a good thing that we can come together in common purpose and pray, and it's been a great thing in the relationship I have with her."













# Rising Up




More than a quarter of the region's residents live in poverty, and the plight is especially dire for the 12 percent of Philadelphians in so-called "deep poverty" – a rate twice as high as the national average – who are living off less than \$12,000 a year for a family of four. Many of these individuals and families have no home. Penn Medicine faculty, staff, and students care for and minister to them wherever they are: in free church basement clinics, mobile screening vans, in shelters, on city streets, and through innovative home-visitation programs. Free medication and vaccine programs provide for both acute and chronic health conditions and offer links to more permanent medical assistance, and health education talks pair with soup kitchen meals.

The tools to overcome these hurdles take many forms. We provide help with transportation to obtain life-saving cancer screenings, and assistance navigating the process to secure safer housing. Just as job training and educational opportunities provide tools to build a better life, empowerment can come through physical strength and confidence, too: One Penn Medicine CAREs grant-funded program, for instance, finds Penn Medicine staff coaching homeless runners through the streets of Philadelphia at dawn.







-  Hall-Mercer Behavioral Health
-  Philadelphia Veterans House
-  St. Wilfred's Free Clinic



Children outnumber adults  
in Philadelphia emergency  
shelters by a factor of 2 to 1

*Source: Shared Prosperity Philadelphia/Mayor's Office of Community  
Empowerment and Opportunity, 2013*

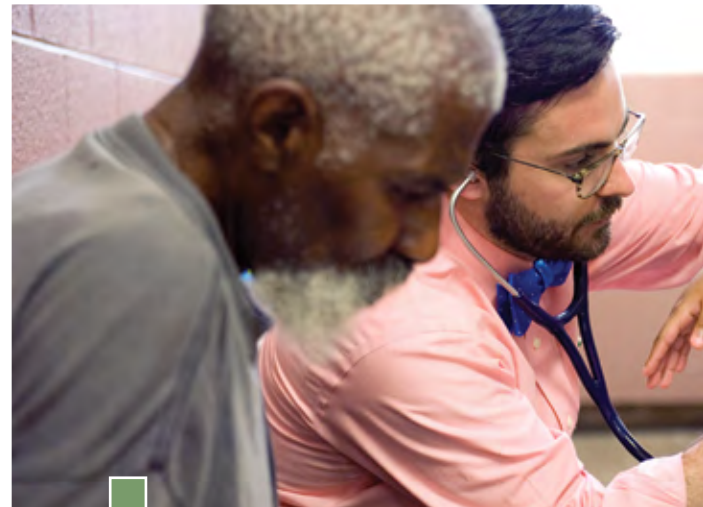


- Back On My Feet
- Old St. Joseph's Church
- St. Wilfred's Free Clinic
- Safe Start









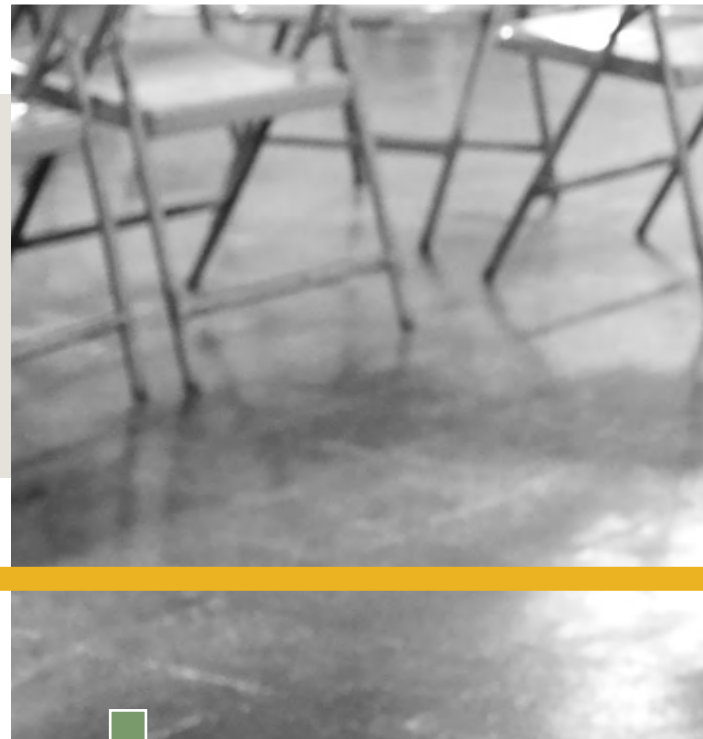
 1,500

Families become homeless  
in Philadelphia each year

*Source: Shared Prosperity Philadelphia/Mayor's Office of Community Empowerment and Opportunity, 2013*

 Penn Breast Health Initiative

 United Community Clinic











- United Community Clinic
- Drueiding Center
- Community Volunteers in Medicine
- University City Hospitality Coalition











# The Best Recipe

Obesity and hunger are opposite sides of the same coin. Nearly half a million Philadelphians rely on nutritional assistance programs to keep food on the table. But funding for nutritious food does not always ensure access: So-called “food deserts,” or areas without access to full-service grocery stores or other fresh fruit and vegetable vendors, dot the region, and inexpensive non-perishable foods that are more easily accessible often fill the gaps. Loaded with sugar, salt, and fat, these foods contribute to obesity and spur diabetes and heart disease.

Penn Medicine programs confront hunger and obesity at once. In addition to staff who volunteer at food banks and serve daily meals at soup kitchens, several Penn Medicine CAREs grants fund healthy cooking classes and community gardens that supply homegrown produce for community members. Food is a crucial link for communication and education, too. At the Sayre Health Center in West Philadelphia, for instance, Penn Medicine staff teach tips and tricks to make favorite dishes healthier, oversee weekly fresh vegetable deliveries, and celebrate an array of cultural heritages through a social dining potluck series.



- Mill Creek Farm & A Little Taste of Everything
- Surviving to Thriving Food Bank at Bright Hope Baptist Church







Old St. Joseph's Church

St. Wilfred's Free Clinic



1 in 5 Philadelphia children  
is food insecure

Source: Feeding America, 2013















■ Mill Creek Farm & A Little Taste of Everything

■ Old St. Joseph's Church



# By the numbers: 2015 fiscal year

## Committed to the community



### Financial Support

**\$78.3m** Physician training support

**\$137m** Charity and underfunded care for Medicaid families

**\$38m** Research support

**\$253.3m**  
TOTAL

### Emergency Department Visits

**61,436**

Hospital of the University of Pennsylvania

**40,374**

Penn Presbyterian Medical Center

**32,299**

Pennsylvania Hospital

**45,317**

Chester County Hospital

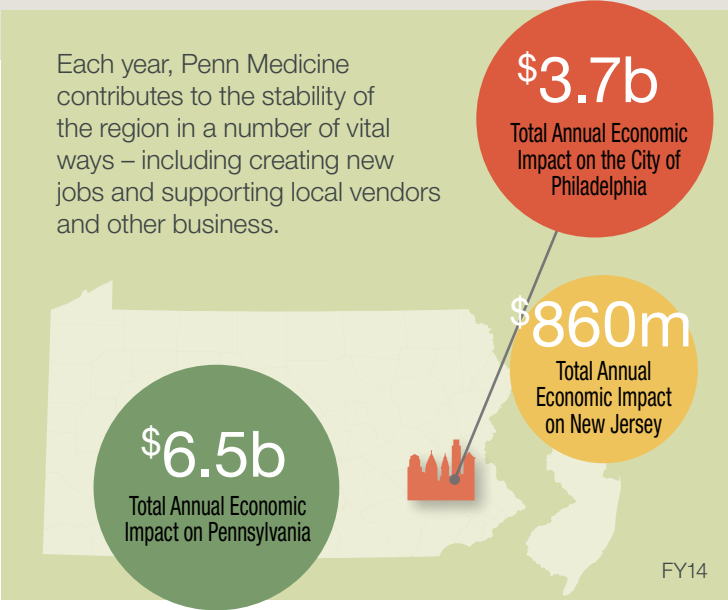
**179,426** TOTAL



*Figures do not include Lancaster General Health, which joined Penn Medicine in August 2015.*



# Strengthening the local economy



Our mission is to advance knowledge and improve health through research, patient care, and the education of trainees in an inclusive culture that embraces diversity, fosters innovation, stimulates critical thinking, supports lifelong learning, and sustains our legacy of excellence.

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

To learn more about Penn Medicine's commitment to the community, visit [PennMedicine.org/community](http://PennMedicine.org/community)



**Penn Medicine**  
Perelman School *of* Medicine  
University *of* Pennsylvania Health System