



Chestnut Hill Hospital COMMUNITY HEALTH NEEDS ASSESSMENT IMPLEMENTATION PLAN

FY24 PROGRESS REPORT

TABLE OF CONTENTS

Plan to Increase Access to Equitable Care.....	3
Plan to Increase Behavioral Healthcare Access.....	4
Plan to Social Determinants of Health (SDOH)	5
Plan to Health Education and Prevention.....	6

Chestnut Hill Hospital CHNA Update

Sept. 2024

Access to Equitable Care

In Pennsylvania, there can be wide gaps in a patient’s ability to access healthcare. A lack of awareness or knowledge of available health services, lack of access to technology, an affliction with mental health issues or limited providers all contribute to disparity in terms of healthcare equity.

Goal:

Increase access to equitable care by community members; especially those qualifying as vulnerable and living in underserved areas.

Initiatives:

Promote Patient Portal usage to more actively manage health care and access timely reports and improve communication.

Utilize UberHealth transportation to coordinate free transportation to and from the hospital for eligible patients

Expand communication services to include hearing impaired patients and those in need of translators with in-person, audio, and video capabilities.

Results

	<u>2023</u>	<u>2024</u>
% Portal Users	48%	79% (clinic)
# Transportation Assistance	964	1,000 approx.
Patient needing translation services	104	96
	7 deaf encounters	4 deaf encounters

Notes:

All translation is video based at Chestnut Hill Hospital, all hearing impaired services are provided thru Deaf Hearing Communication Center (DHCC).

All Uber Health is tracked for the Temple System and not broken out by individual sites.

Next Steps:

Portal awareness education will continue on the clinic and the hospital sides. Explanation and instruction will be provided at both intake and discharge.

We will continue to track access to patient transportation and translation services.

Community Health Needs Assessment Update

Sept 2024

Behavioral Health:

Access to behavioral health services is a high priority for the community of Chestnut Hill. 48% of community survey respondents noted this topic as having the greatest impact on overall community health.

Goals:

Improving access to screening, assessment, treatment and support for behavioral health

Initiatives:

- Introduce telepsychiatry
- Support Senior Behavioral Health Unit (SBHU)
- Introduce Employee wellness support

Results:

2023

Initiate transfer of patients to Episcopal Hospital for care

Securing Staff

Employee Encounters with assistance programs

2024

75 referrals to CRC
2 inpatient referrals

Added 1 NP
Staff training crisis management.
Added additional RN per diem support

EAP: 33 employees
Ginger/Headspace –
Unable to isolate CHH

Next Steps:

Continue to expand our relationship with the Physicians and residents of Episcopal Hospital to further our Behavioral Health options for our patients.

Create a system approach to policies and procedures that are consistent between the Temple Mental Health facilities.

Expand access to mental health care to Chestnut Hill employees.

Explore expansion of outpatient behavioral health care in the Chestnut Hill Service area.

Chestnut Hill Hospital CHNA Update

Sept. 2024

Social Determinants of Health (SDOH) have an impact on people’s well-being, quality of life, and overall health. Temple Health – Chestnut Hill Hospital has partnered with the community to address some of the conditions in our local environment that affect health outcomes and increase risk for illness.

Goal:

Increase Health Equity by addressing SDOH and providing culturally competent care.

Initiatives:

Establish DEI council

Provide DEI education for all hospital and clinic employees

Support Local Organizations that address SDOH

Increase Employee awareness of non-punitive reporting for workplace violence concerns.

Results:

	2023	2024
DEI Council Created	DEI Council on Hold	Temple Health System DEI Council
DEI Employee Education	100%	100%
Organization Funding	\$13,000	\$13,000
Work Place Violence Reported	174 reports	-----

Next Steps:

Temple Health Chestnut Hill Hospital is participating with the TUHS DEI system committee. We will look to have hospital representation on that committee in FY25.

TH- Chestnut Hill Hospital will continue to partner with local nonprofits that support and address SDOH in our community. This includes ongoing partnership with Meals on Wheels (food insecurity), Mt. Airy CDC (housing insecurity), Face to Face (drug addiction), and the Mt. Airy Schools coalition (literacy)

The proactive approach to continue to engage staff in reporting issues of violence has resulted in an initial increase in reporting and follow-up meetings to address issues.



Temple Health - Chestnut Hill Hospital is an alliance of Temple Health, Redeemer Health and PCOM.

8835 Germantown Avenue, Philadelphia, PA 19118
215-248-8200 [TempleHealth.org/ChestnutHill](https://www.templehealth.org/ChestnutHill)

Chestnut Hill Hospital CHNA Update
Sept. 2024

Health Education and Prevention:

Health education programs help individuals better understand how to manage existing health conditions and prevent further illness. Health education and health literacy empowers individuals to make informed decisions and effectively navigate the complex healthcare arena.

Goal:

Implement chronic disease education and prevention programs in the primary service area. Target is the vulnerable patient populations.

Initiatives:

Increase number of Healthy Lifestyle Support groups in the community

Increase health education programming

Increase number of at-risk individuals reached with health screenings and assessments

Partner with local schools to provide health education to students and their parents.

Results:

	<u>2023</u>	<u>2024</u>
Health Lifestyle Sessions	12	22
Community Health Ed Programs	24	26
Public School Sessions	8	15

Next Steps:

Educational outreach continues with the support of hospital staff. We support multiple health fairs in and around the Chestnut Hill area.

Our two practices of Family Medicine Residents and attendings provide extensive clinical encounters with at risk populations.

Continued expansion of outreach to our local public schools with health focused education.

