



**It's What Neighbors Do.™**

# **Building Healthier Communities Together**

**2018** Community Benefit Report

## **Serving the needs of our Central Pennsylvania neighbors**

WellSpan Medical Group  
WellSpan Ephrata Community Hospital  
WellSpan Gettysburg Hospital  
WellSpan Good Samaritan Hospital

WellSpan York Hospital  
WellSpan Surgery & Rehabilitation Hospital  
WellSpan Philhaven  
WellSpan VNA Home Care



\* This report does not include the many community benefit activities of Summit Health, which joined WellSpan Health on Nov. 1, 2018.



# Our charitable mission

Working as one to improve health through exceptional care for all, lifelong wellness and healthy communities.

This report features an overview of WellSpan's community benefit activities in fiscal year 2018. Additional information on WellSpan's support of our communities can be found by visiting:

[WellSpan.org/Neighbors](https://www.wellspan.org/Neighbors)



*WellSpan Health leaders and staff joined with community members in the City of Lebanon to build a new playground at Southwest Park. It is one of many community partnerships WellSpan has forged throughout central Pennsylvania.*



# Working with our neighbors to enhance community-based care across central Pennsylvania

For nearly 140 years, WellSpan Health has been caring for the communities of central Pennsylvania.

As the region's only locally-based, locally-governed health system, we are honored to call central Pennsylvania our home. Together, we're committed to improving the health of individuals, promoting lifelong wellness and fostering healthy communities.

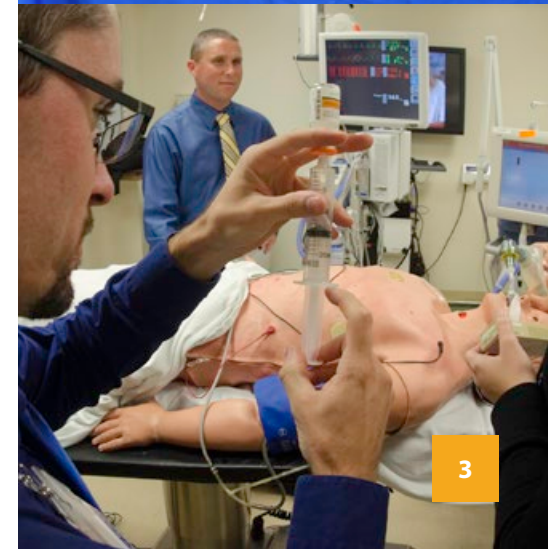
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## But we know we can't do it alone.

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That's why we work together with our friends and neighbors throughout the region to identify community health needs and develop strategies aimed at making our communities healthier places to live, work and play.

As you'll read in this report, there are many examples of what can happen when neighbors work together.



# WellSpan welcomes Summit Health

In the spirit of neighbors working together, WellSpan Health and Chambersburg-based Summit Health have been working together for years to help enhance care in Franklin County and its surrounding communities.

That relationship has now been made formal, as Summit Health officially joined WellSpan Health on Nov. 1, 2018, becoming part of the regional nonprofit health system.

Together, WellSpan and Summit Health will strengthen access to services and care that individuals require across their lifespan. The affiliation will build upon Summit Health's strong reputation as a provider of high-quality, local clinical care and a trusted community partner.

Both Summit and WellSpan share a vision of transforming health care by improving outcomes and patient experience while managing costs.

"The completion of this affiliation marks the beginning of a bright future for health care in Franklin County," said Pat O'Donnell, president and CEO of Summit Health. "We are thrilled to join WellSpan Health, and to share with our community enhanced services."

A complete 2018 Summit Health annual report is available by request or by visiting [SummitHealth.org/AnnualReport](http://SummitHealth.org/AnnualReport).

## Summit Health at a Glance

*Local, comprehensive care; inspiring hope for a healthier life.*

- More than 3,600 employees
- More than 1,100 volunteers and auxiliary members
- More than 260 highly skilled primary care and specialty physicians and advanced practice clinicians
- Two award-winning hospitals
  - Chambersburg Hospital
  - Waynesboro Hospital
- 27 medical specialties
- \$56.1 million in community benefit (FY2018)



With Summit Health joining WellSpan Health on Nov. 1, 2018, the regional nonprofit health system now serves Franklin, Adams, York, Lancaster and Lebanon counties, as well as surrounding communities in central Pennsylvania and northern Maryland.

# Our community impact

There are many ways to measure WellSpan's impact on our central Pennsylvania neighbors. Here are four important ways:

## Charity Care

**\$15.2  
MILLION**

Cost of free care for patients who participated in our charity care program

## Medicaid Shortfall

**\$149.9  
MILLION**

Cost greater than what was paid to WellSpan by Medicaid

## Medical, Dental & Pharmaceutical

**\$12.3  
MILLION**

Cost to support services that provided discounted medical, dental, and pharmaceutical care to people in need

## Community Programs & Outreach

**\$12.9  
MILLION**

Cost of education and outreach provided in our communities.

**\$190.3 MILLION**

**The amount of community benefit WellSpan Health provided in fiscal year 2018.**

WellSpan also provided more than **\$269.6 million** in care that was not reimbursed by Medicare and **\$36.1 million** in services to patients who received care for which they did not pay and who did not participate in WellSpan's charity care program.



# WellSpan's Community Partnership Grant Program

An extension of our mission, WellSpan's Community Partnership Grant Program provides support to like-minded, nonprofit organizations in addressing key issues and health priorities in our communities.

In 2018, the health system provided \$328,000 in support of efforts to address nutrition and food insecurity, access to health and human services, mental and physical health, and education, among others.



## A few examples:

### **Partner:** Pennsylvania Municipal League

**Need:** Lack of adequate playground space for children in the City of Lebanon.

**How We Helped:** Partnered with local leaders and organizations to build a new playground at Southwest Park, offering a safe place for kids to play and be physically active.

### **Partner:** Ephrata Public Library and REAL Life Community Services

**Need:** Convenient access to health and social services for the residents of northern Lancaster County.

**How We Are Helping:** Working with community partners to develop the Northern Lancaster County Community Hub, which will provide convenient access to a range of social services. The Hub will be located at The Community Commons at the Ephrata Public Library and the Declaration House in Denver. The two sites will offer shared office space for more than a dozen social service agencies.

### **Partner:** Adams County Arts Council

**Need:** High rates of overweight and obesity and food insecurity in Adams County.

**How We Are Helping:** Partnering with the council to offer Eat Smart, Play Hard, a six-week afterschool class that teaches nutrition, healthy eating and physical fitness to school-age kids. In addition to support for materials, WellSpan worked with local partners to design the program's curriculum.

### **Partner:** Pappus House

**Need:** Safe, comfortable and compassionate end-of-life care in York County.

**How We Helped:** Worked with community partners to support the development of Pappus House, a special home dedicated to offering personalized end-of-life care for individuals and their families, in collaboration with hospice providers. WellSpan also works with Pappus House to identify patients who would benefit from care in the home's unique environment.

# WellSpan Community Partnership Grants: Working together to improve the health of our neighbors

| Community Partner  | Community Health Need  | How We Helped  |
|--|--|--|
| <b>National Alliance on Mental Illness</b><br>(York County)              | Nutrition education for individuals with mental illness            | Supplies and other support for healthy cooking classes   |
| <b>Margaret E. Moul Home</b><br>(York County)                            | Mobility assistance for individuals with neuromuscular impairments | New lift equipment to enable long-term care residents more independence  |
| <b>York Professional Firefighters Association</b><br>(York County)       | Fire safety  | Fire Safety House, a child-sized mobile classroom used to teach kids about fire safety                                       |
| <b>Lebanon Valley Conservancy</b>  | Adult and childhood obesity prevention                             | Fitness station equipment to be located at John E. Wengert Memorial Park   |
| <b>Community Health Council of Lebanon County</b>                        | Community health coordination                                      | Establishment of new, full-time leadership position  |
| <b>Lebanon Valley Health Services</b>                                    | Health literacy for women and children                             | Education and promotional materials supporting nutrition and reproductive health   |
| <b>Sexual Assault Resource and Counseling Center</b><br>(Lebanon County) | Sexual assault awareness, prevention and intervention              | Support for prevention and intervention efforts aimed at childhood trauma  |
| <b>Gettysburg Presbyterian Church</b>                                    | Prevention and wellness coordination                               | Education, equipment and supplies to support the establishment of a community nursing program for church members             |
| <b>Girls on the Run of Lancaster and Lebanon</b>                         | Health and wellness for girls                                      | Scholarships for participants in the Girls on the Run program  |
| <b>South Sixth Street Playground Association</b><br>(Lebanon County)     | Health and wellness for children                                   | Participant costs for summer programming to promote school readiness through healthy eating, exercise and physical wellness. |
| <b>Jewish Community Center</b><br>(York County)                          | Reducing the stigma associated with mental health                  | Theatrical event and group discussion focused on mental health awareness   |
| <b>Lancaster Health Center</b>   | Opioid overdose prevention   | Professional support to manage Project Lazarus Lancaster County, an overdose prevention program                              |
| <b>Pennsylvania Dutch Council, BSA</b>                                   | Childhood overweight/obesity prevention                            | Summer camp programs focused on providing healthier food options and increasing physical activity                            |
| <b>Public Libraries</b><br>(Adams, York, Lancaster and Lebanon counties) | Health and literacy among children                                 | Get Outdoors (GO) summer programs to improve school readiness and increase physical activity in children and teens           |
| <b>Literacy Council of Lancaster and Lebanon counties</b>                | Health care literacy   | Health care curriculum and case management services for students   |
| <b>Healthy Adams County</b>  | Access to affordable housing                                       | Establishment of Adams County Affordable Housing Coalition   |

# Care for All



*WellSpan helps neighbors throughout central Pennsylvania with access to care that spans life's journey, regardless of their health insurance coverage or ability to pay.*

WellSpan Health believes that everyone should have access to the health care they need. Unfortunately, we know that cost continues to be a barrier for far too many of our neighbors across central Pennsylvania. That is why the health system offers generous financial assistance and charity care programs through its financial assistance policy. These assistance programs apply to hospital care, as well as care provided at physician offices and other care locations.

**In FY 2018, WellSpan provided \$15.2 million in charity care.**

Patients whose income is less than or equal to 300 percent of the federal poverty level are eligible for a 100-percent discount on the services provided. Significant discounts are also available for patients whose income is at or below 400 percent of the federal poverty level. In addition, uninsured patients are eligible for discounted care, regardless of income.

For more information on WellSpan's Financial Assistance Program, visit [WellSpan.org/FinancialAssistance](https://www.wellspan.org/FinancialAssistance).

To learn more about how WellSpan Health serves and supports the community through its charitable mission, visit:

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# Partnering for a healthier Lebanon County

## A new kind of community health center is taking shape in Lebanon.

Supported by a \$2 million gift from the Francis J. Dixon Foundation, WellSpan Health is working to help establish a center that will improve access to primary care, behavioral health and other essential health services in Lebanon County. The center is planned to open in the summer of 2019.

*"We are excited to be able to provide the support to get this project under way," said Frank Dixon, chairman emeritus of the Dixon Foundation. "It will be an invaluable resource to those who need care, and it advances our mission to improve the quality of life in Lebanon County."*

WellSpan and the Dixon Foundation have a shared commitment to improve access to primary care, behavioral health and other essential health services in Lebanon County, said Thomas Harlow, senior vice president of WellSpan Health and president of WellSpan Good Samaritan Hospital.



"Through our community health needs assessments, we know that access to a primary care physician is a barrier for many Lebanon County residents," Harlow said. "With this generous gift from the Francis J. Dixon Foundation, we will be able to develop an integrated health and wellness center that addresses that need."

The center will be in the WellSpan Dixon Foundation Health Center at Fourth and Willow Streets in Lebanon. Providing health care and social services in a convenient, centrally located building is a guiding principle of the center.

An advisory committee, comprised of 14 members of the Lebanon community, is providing input on the development of the center. The committee has chosen Family First Health, a Federally Qualified Health Center serving Lancaster, York and Adams counties, as the primary care provider for the center.

In addition to Family First, the center will provide office space for behavioral health and social services, as well as a community room.

The WellSpan Dixon Foundation Health Center building will continue to house other health care services, including WellSpan Good Samaritan Hospital's rehabilitation and transitional care units, its speech and audiology services and its diabetes education program. The building also houses the WellSpan Good Samaritan Hospital Osteopathic Family Medicine Residency Program and the offices of WellSpan Family Medicine – North Fourth Street.

*From left to right: Kevin Mosser, MD, president and CEO, WellSpan Health; Frank Dixon, Francis J. Dixon Foundation; and Thomas Harlow, senior vice president, WellSpan Health, and president, WellSpan Good Samaritan Hospital.*





# All smiles: improving access to dental care in York

The recent expansion of the Hoodner Dental Center reflects WellSpan's commitment to increasing access to dental care for residents of the City of York.

In 2017, the center, located at 605 S. George St., York, added four new dental operating rooms – or operatories – as well as a dental hygienist and a dental assistant. The expansion is expected to increase the number of patient visits from 5,420 to 6,610 a year, while the average wait time is projected to be cut in half – from six months to three months.

*“The expansion goes a long way to meeting a pressing community need” said Meg Wheeler, WellSpan operations administrator for the Hoodner Dental Center.*

“We are able to do more preventive care, such as routine cleanings, and we are able to see patients in a timelier fashion,” Wheeler said, noting that in the past, patients receiving dentures, which require several steps, experienced delays in scheduling, extending the process to 6 months or more.

“Now, the time between appointments is based on clinical necessity, not the availability of appointments,” she said. “It provides a much better patient experience.”

The Hoodner Dental Center opened in 2005 in the Loretta Claiborne Building with five operatories. The addition of four new operating rooms represents a major expansion. Three of the operatories are dedicated to preventative care and one operatory is designed to accommodate bariatric patients, or those with special needs.

The Hoodner Dental Center accepts many dental

insurance plans, including state Medical Assistance plans. There is a sliding payment scale for those who are uninsured and demonstrate a financial need.

Donations from individuals and businesses – as well as bequests and grants – made the Hoodner Dental Center possible. The expansion is another collaborative effort, funded by a variety of donors, including the Francis A. Hoodner Trust, Pa. Dept. of Health, Delta Dental, Dentsply and WellSpan York Health Foundation.

“We are fortunate to have such strong support from donors,” said Nancy Newton, manager of grants and special projects for WellSpan. “Their support is a testament to the work of the dental center and the importance of providing access to underserved populations.”

WellSpan and its partners have a long history of providing access to dental care for the most vulnerable populations.

Almost 20 years ago, the Surgeon General released the report “Oral Health in America,” which indicated serious disparities in access to oral health care across the country, especially for the low-income population.

York County was already aware of this as the Healthy York County Coalition’s 1994 Community Health Needs Assessment indicated many of the area’s low-income adults and children were not receiving regular dental care. This is largely due to a lack of insurance coverage.

Medicare doesn’t offer dental insurance benefits, so many financially strapped seniors forego dental visits – despite the fact that people are retaining their natural teeth longer than ever.

And Medical Assistance (Medicaid) coverage is so

limited that young adults are often forced to have infected teeth extracted, rather than restored, because extractions are covered services, while crowns and root canals are not.

WellSpan believes in caring for the whole person – including oral health. That’s why it has consistently provided access to dental care through the Hoodner Dental Center and WellSpan York Hospital Dental Center on the hospital campus.

“There is a strong connection between oral health and overall well-being, and everyone deserves the opportunity to access affordable and equitable dental care,” said Wheeler.







WellSpan works diligently to **increase access to primary and specialty care**, including a strong safety net of services for the most vulnerable in our communities.

As a charitable, nonprofit health system, WellSpan is committed to ensuring access to care for its vulnerable friends and neighbors. That's why WellSpan operates the following health care services in and around York, where there is significant need in the community:

- **WellSpan Community Health Center**, received 23,977 visits for adult and pediatric primary care, and 13,070 visits for obstetrics/gynecology services.
- **Thomas Hart Family Practice Center**, staffed by resident and faculty physicians at WellSpan York Hospital, provided acute, chronic, preventative and obstetric care for people lacking sufficient health insurance through 25,425 patient visits.
- **WellSpan York Hospital's Department of Dentistry**, provided dental treatment during more than 20,000 patient visits.

In addition, WellSpan funds and provides a primary care physician to serve as medical director for the City of York Bureau of Health. This key leadership position ensures that services are available to all city residents through direct patient care, public health education and outreach, and health policy development.

Partnerships are also vital to the development of a strong safety net of health care services. Whether by providing ancillary imaging and lab services, resourcing volunteers, or referring community members to available care options, WellSpan collaborates with organizations to impact health needs in the following communities:

### York City

- **Family First Health's Hannah Penn Center**, a partnership of WellSpan York Hospital, Family First Health and the City of York School District, received 2,639 acute and preventative visits from underserved adults and children.
- **Katallasso Family Health Center**, a faith-based, non-profit health care clinic in York City served 376 uninsured/underinsured patients across 1,781 visits.

### Adams County

- **Family First Health Gettysburg Center**, a federally qualified health center (FQHC) supported by WellSpan to provide medical and dental services in Adams County, saw 5,032 patients and completed 12,863 visits.
- **Mission of Mercy** operated a free mobile clinic for uninsured and underinsured residents in Adams County. During 2018, their Gettysburg clinic reached 200 patients through 468 visits.

### Northern Lancaster and Lebanon Counties

- **Welsh Mountain Medical and Dental Center**, an FQHC in Lancaster and Lebanon counties, met patient care needs through 18,262 medical visits and 28,803 dental visits.
- **Volunteers in Medicine**, a medical clinic in Lebanon County, provided primary medical services, free medications and durable equipment to more than 1,071 working uninsured community members through 2,538 patient visits.

- **WellSpan Philhaven Center for Integrated Healthcare** (Lancaster), a partnership with Lancaster Health Center, served more than 124 clients with screenings for depression and anxiety.

Access to care can be limited by financial challenges, insufficient health insurance or other barriers. To address these issues, WellSpan supported the following community resources:

- As the lead partner in **Healthy Community Network**, WellSpan helps to provide thousands of uninsured and underinsured community members with access to care. Over the past year, the network expanded its reach into Lebanon County and assisted 3,226 community members in need of care across the region.
- Through the **Prescription for Caring** program, Healthy Community Network assisted 265 individuals who lack sufficient health insurance or means to pay for medication with 922 prescriptions.
- WellSpan employed a deaf/hard of hearing coordinator and launched a certification program to support staff who speak a language other than English.
- Through participation in local collaboratives, committees and task forces, WellSpan is addressing the impact of adverse childhood events on health and the community-wide opioid epidemic.

# Healthy Communities



## *Making progress toward a healthier central Pennsylvania*

At WellSpan, we are committed to working together to find solutions to our communities' most pressing health issues, from overcoming barriers to care, to fighting the opioid epidemic. We do this through a multi-pronged approach – investing in community resources; engaging community leaders, organizations and stakeholders; sponsoring and supporting key initiatives; and constantly developing plans for the future.

Together with our friends and partners, we continue to make progress on this journey.

To learn more about how WellSpan Health serves and supports the community through its charitable mission, visit:

[WellSpan.org/Neighbors](https://www.wellspan.org/Neighbors)







# Removing language barriers for those with diabetes

**A dozen people – originally from Mexico, Peru, Puerto Rico and El Salvador – gather twice a month in a room above a Lebanon restaurant. Everyone in attendance has diabetes or is supporting someone who does.**

Most importantly, every word of their wide-ranging discussion is spoken in Spanish. Patients can learn to manage their disease better without the burden of a language or cultural barrier.

They prepare healthy, condition-appropriate dishes with familiar foods. They also learn and ask questions – in the language they are most comfortable speaking – about the right way to inject insulin and test their blood sugar.

*“It is very important to get this in our own language,” said Maria Alicia Rivas, 45, a native of El Salvador and member of the group. “It’s the first time I had this class in Spanish. The doctor sent me to diabetes classes, but they are all in English.”*

Rivas also appreciates that the ingredients featured in the class are ones she is already comfortable using. This makes it easier to eat healthier.

It is a powerful example of what can happen when a health care organization seeks to understand the unique needs of patients and can build a trusting relationship with them.

Partnering with WellSpan in this effort is Lebanon Valley Volunteers in Medicine (VIM), a local free clinic for the uninsured and underinsured. Some of the participants are VIM patients, and some are WellSpan

patients. All were in need of this type of tailored programming, so they could most effectively learn on their own terms how to manage a disease that is already hard enough to keep under control.

Volunteers in Medicine physician Dr. Vicki Brown hosts and teaches the group, while WellSpan sends a diabetes educator, Karen Bachman, to help. Because neither Bachman nor Brown speaks Spanish, Marcela Myers, senior manager of language and interpretation services for WellSpan, interprets for them – and the occasional guest speaker. WellSpan also has provided a \$20,000 Community Partnership Grant to fund prescriptions, educational materials, bus passes and other materials related to the program.

One of the recent guest speakers was Angela Dominguez, a dental assistant from Welsh Mountain Health Center in Lebanon. She talked about the importance of oral hygiene for people with diabetes, and fielded questions on everything from dental floss to tooth extractions.

Listening closely were Jose Soto, 81, a native of Puerto Rico, and his wife, Maria Millan, 54, a native of Mexico.

“This class pushes me to take care of myself,” Millan said. “I have learned about the importance of checking my sugar level. Before I didn’t do that. Now I eat better and have more energy.”

For his part, Soto said he loves bread and

likes to eat it with spaghetti – maybe even a nice glass of wine. But now, he knows he needs to limit his consumption of starchy and sugary foods. He’s learned to eat whole grain bread instead of white bread and eat brown rice instead of pasta.

Where the group meets, La Placita restaurant, is a gathering place for the local Hispanic community. The restaurant’s owner, Guadalupe Barba, is a community activist and also runs Juntos de Lebanon, a cultural and educational organization.

A native of Mexico, Barba has a personal connection to the diabetes support group. Her father died from the disease, after losing both his vision and his legs to unchecked diabetes.

“I know how important it is that the people take care of their illness,” she said. “WellSpan tries to work in a way that is more friendly and has more diversity and it’s good for the community.”

*Partnership makes unique efforts to support people with diabetes.*





# Fighting the opioid crisis together

## Michael Graybill knew he needed help when he took his dog's pain medication.

The 63-year-old York County husband, father and former human service worker was addicted to opioids. His days were consumed with calculating how many pain pills he had at that moment, how many he needed to take that day and where his next batch was coming from that week – an anguished mental math that occupied every waking moment. And when the day finally came when he had no more pills, that's when he turned to his pet's medicine.

*"A typical story," is the way he describes his trajectory from when he took opioids for pain relief to when opioids took him, ruling his life, distancing him from his wife and children.*

"The volume of pills I was taking at one given time," he said, pausing to consider this. "I would take 20 at a time. I guess heroin would have been the next logical progression. I would probably be in jail or dead."

The WellSpan Medication-Assisted Treatment (MAT) program helped Graybill reclaim his life from opioids, which he became addicted to after a series of joint surgeries. His recovery began with an intervention from his wife and a pastor. Graybill did a detox program and then got into the MAT program, which supplied him with medication, intensive therapy, group therapy and addiction recovery support.

WellSpan received a grant in 2017 from the Pa. Department of Health to train providers and develop the program, which partners with community organizations to offer a path toward recovery for the

growing number of people with opioid use disorders.

In WellSpan MAT, specially trained physicians and advanced practice clinicians prescribe medications, such as buprenorphine, which reduce a patient's cravings and prevent opioid "highs." The program also connects patients, based on their needs, to behavioral therapy and to a network of conveniently located support options, such as the RASE Project, a peer recovery support program in York, Adams and Lancaster counties. The RASE Project helps patients develop a recovery plan, accompanies them to appointments and walks beside them during this life-saving journey.

Now that the MAT program, which treated more than 430 patients in its first year, is in place, WellSpan is working to sustain and enlarge the program, putting its processes into place in emergency departments and developing more resources, while continuing to work with community partners.

"Peer recovery support is the most important component of the program," said Dr. Sonya Del Tredici, of WellSpan Internal Medicine, who has treated more than 70 patients with MAT. "And what will make a difference in the long term is training more doctors to do this work."

Del Tredici has seen firsthand how the program changes lives.

"The people I have worked with, many are professionals," she said. "It's rewarding to see people who are able to go back to work, maintain custody of their children and get back to a normal, productive life."

Count Graybill in that group.

Before WellSpan MAT, Graybill said, "I was just a terrible husband and father. I didn't give my family any time.

"MAT changed my life. Everything got back to normal and in balance. When your whole life is focused on obtaining one objective, you forget or lose out on all the other things you need to do in your life. I now can focus on being a husband and father."

## Opioid addiction can affect anyone. Help is available.

No treatment is one-size-fits-all. WellSpan MAT takes a customized, whole-person approach to make sure all needs are met and there is a path to recovery.



### MEDICATION

Medication-Assisted Treatment (MAT) reduces opioid cravings, providing physical relief.



### COUNSELING

Specialists help uncover what led to addiction and what needs must be met to achieve recovery.



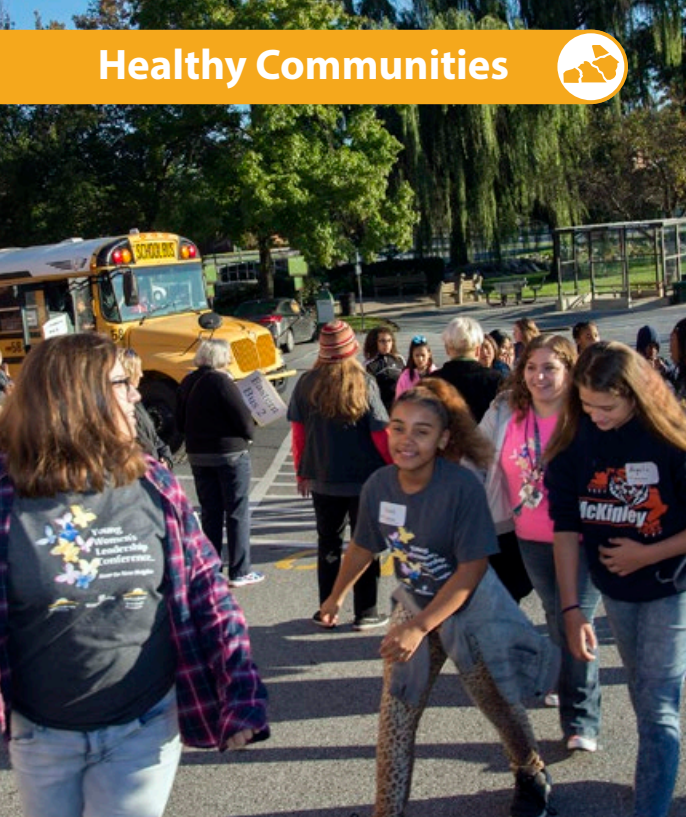
### RECOVERY SUPPORT

Support is available for help with legal needs, transportation, getting a job and repairing relationships.

For more information, visit:

[WellSpan.org/MAT](http://WellSpan.org/MAT)





**Building healthier communities** requires the development and ongoing support of coalitions and partnerships which have mutual shared community health goals, assume shared responsibility, and represent diverse perspectives. With a strong belief that community transformation occurs locally with system-wide vision and support, WellSpan demonstrated its commitment to community capacity building and engagement in the following ways in 2018:

## Community Coalition Building

Continuing its efforts to develop and promote wellness through improving health literacy, promoting healthy lifestyles, connecting people to healthy food options, addressing cultural differences, and impacting social determinants of health,

### Healthy Adams County:

- Initiated a multi-year effort to increase **affordable housing** options by creating a strategic plan and engaging in community conversations.
- Hosted the **Adams County Health Summit** at which more than 100 community members learned about the **2018 Community Health Needs Assessment** findings.
- Supported 100 Adams County residents who pledged to participate in the **Community Wellness Connections** initiative encouraging personal growth in eight wellness dimensions.
- Provided regularly scheduled walking, hiking and running opportunities for hundreds of Adams County residents through its Physical Fitness Task Force.
- Discussed racial incidents affecting the Latino community, migrant rights and the appropriate response to these cultural concerns at four community forums.

Through its strong community partnerships, the **Healthy York County Coalition** maintained its focus on addressing access to care, adult depression, advance care planning and community walkability, including:

- Transitioning the behavioral health driver diagram project to a county-wide **Behavioral Health Task Force** to increase community awareness of depression, strengthen service referral patterns and redesign community resources.
- Assisting 408 community members in understanding the importance of advance care options at 18 educational sessions hosted by the **Your Life Your Wishes Task Force**.
- Encouraging **York County Walks** volunteers to lead 11 interactive programs that promoted the benefits of walking to a total of 380 community members.

As a member of the **LiveWELL Lancaster County Coalition (LLCC)**, WellSpan Ephrata Community Hospital worked with other partners to prevent tobacco use, encourage physical activity and improve mental well-being.





WellSpan Good Samaritan Hospital supported the hiring of the first Executive Director of the **Community Health Council of Lebanon County**, which encourages and supports a safe, healthy and substance-free community.

## Behavioral Health

WellSpan Health continues to strengthen its role in, and impact on, behavioral health, which remains a significant community health issue. In addition to building a regional network of behavioral health services, **WellSpan Philhaven:**

- Trained more than 2,800 individuals through Mental Health First Aid and Question, Persuade, Refer (QPR) courses.
- Provided de-escalation training to more than 130 community members.
- Reached more than 100 parents across the region with Parent Training for Family-Based Services. Additional parent trainings, conducted in partnership with area schools, reached 60 parents.
- Enrolled 704 outpatient service clients in *myStrength*, a web and mobile tool to help people stay mentally strong.

## Opioid and Prescription Drug Use

Examples of WellSpan's ongoing work to address the community's opioid epidemic included:

- Sponsorship of the 5th annual WITF Summer Read program, which engaged public libraries and community members across an eight-county region in reading **Dreamland: The True Tale of America's Opioid Epidemic**. In conjunction with WellSpan's Aligning Forces for Quality program, the initiative was launched in York County with a community dialogue led by the book's author, Sam Quinones.

- Support for, and participation in, opioid task forces across the region, including **Ephrata Cares** and the **York Opioid Collaborative**, for which WellSpan donated the salary for the organization's executive director.
- Resources to support **Project Lazarus** opioid overdose prevention projects in both Lancaster and York counties.

## Municipal Economic Vitality

Economic vitality in the communities that WellSpan serves is essential to individual and community health. Addressing social determinants of health, such as education, food insecurity, poverty and transportation, are integral to WellSpan's community mission and are supported through community partnerships, donations and sponsorships, such as:

- Providing and funding a WellSpan primary care physician to serve as Medical Director for the **City of York Bureau of Health** and contributing to support nursing services in the **Lebanon School District**.
- Distributing more than \$1.28 million in **sponsorships** and **donations** aimed at supporting the health, safety and quality of life across central Pennsylvania.
- Donating space at WellSpan Good Samaritan Hospital and WellSpan York Hospital for official use as morgues by **county coroner's offices**.

# Lifelong Health



*Good neighbors promote good health.*

WellSpan believes that health is not a destination; it's a lifelong journey. For some, such as those with chronic illnesses, that journey can be difficult. That's why we partner with community members in an effort to improve health – for individuals and for our entire community.

Whether it's supporting literacy and active lifestyles for children or helping our neighbors quit smoking and lose weight, our goal is to make healthier living a reality in central Pennsylvania.

To learn more about how WellSpan Health serves and supports the community through its charitable mission, visit:

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# Helping those with autism thrive

## Wiggle cushions, weighted blankets, dim lighting and ... shaving cream.

That's what children with autism and sensory issues will find at the PlayLab, a workshop designed to allow them to try new sensory experiences while solving problems, moving and learning at the Ephrata Public Library. Supported by WellSpan Health, the program provides an enriching environment for kids from toddlers to tweens.

*The children listened to two different books about color. They made dice out of paper, with different colors on each side. They rolled the dice, communicating the color that showed up in American Sign Language and sang a color song.*

A WellSpan Community Partnership Grant helped the library purchase "wiggle cushions," an inflatable seat cushion with a nubby side, which helps children stay focused and develops their core strength. The grant also supported the purchase of noise-canceling headphones, which block out sound for children who are very sensitive to a noisy environment, as well as books and other materials.

"We do activities that engage different senses," said Sarah Roeske, children's librarian at Ephrata Public Library.

At one PlayLab, the theme was color. The lively session was filled with opportunities for movement and exploration.

Then they got small trays of shaving cream, using their fingers to write letters in different colors of shaving cream.

"A lot of kids with autism and sensory issues have a hard time with things with texture, squishy things that stick to them," Roeske said. "You want to break through those sensory barriers and have a fun way to experience a sensation."

Stephanie Martin's 4-year-old son, Ian, has autism and sensory processing disorders. She has been taking him to the Ephrata Public Library for specialized programs, including sensory-sensitive movie nights, for about a year.

"The first time I heard about this, I was floored. They see a need for this and they are meeting it? This is incredible! You don't find that," the Ephrata mom said. Ian was tentative at first but now asks to go to the library, she said.

"He sometimes growls at people or does this bark at

them," she said. "Initially, that was his reaction. Now he knows Sarah and will carry on quite a conversation with her. He will talk her ear off."

The library takes numerous steps to accommodate the needs of children with autism. It holds PlayLab sessions in a room with only natural light or dimmer lighting, to be responsive to children who are sensitive to bright lights, and provides weighted blankets, which some children find calming.

For Ian, the library is an accepting, supportive place in his own neighborhood, just 5 minutes from his home.

"They get it. They get him," his mom said. "As a parent, to know they have the resources there, it is comforting, and we feel secure going there. I think it's amazing."

*In the Ephrata Public Library's Play Lab, kids have opportunity to try new sensory experiences.*





# Combating obesity through healthier eating

Struggling to manage health issues that include type 2 diabetes and relying on disability benefits to get by, Wendy Wynne-Willson was in search of something that would help turn around the direction of her health.

Wynne-Willson's relationship with her primary care provider at WellSpan Family Medicine – Wheatlyn proved to be a big help.

"I have a lot of health issues, and my provider (Leann Martin, CRNP) asked me if I would like to see a health coach to support my health and wellness goals," said Wynne-Willson, a resident of Wellsville, York County. "She introduced me to Kim Richcreek who told me about a program called Market Bucks, and I thought it sounded too good to be true."

*Through Market Bucks, low-income patients in WellSpan practices across the region are provided with healthy eating guidance as well as vouchers for fresh fruit and vegetables that are redeemable at participating farmers' markets.*

WellSpan's Market Bucks program is designed to improve the care and treatment of qualified patients of WellSpan Medical Group practices. The program is part of WellSpan's Community Health Improvement Plan to address locally identified health needs.

The program's goals are straightforward – to improve access to fruits and vegetables by providing financial assistance to individuals and connecting them to farmers' markets. Not only does buying fresh produce often cost less than pre-packaged food; it's healthier, too.

During the 2017-18 program, a total of 12,060 fresh food vouchers were distributed to participants, with 85 percent redeemed for fresh food at local farmer's markets.

Since starting Market Bucks in 2017, Wynne-Willson has experienced several improvements in her health, including weight loss and a decrease in her A1C-3 numbers – an important blood sugar test for those with diabetes.

"The whole program – I can't recommend it more highly," Wynne-Willson said.

"I'm a fruit and veggie lover, so it's been easy for me to use the vouchers to shop. I've lost 30 pounds so far,

which has helped with managing my diabetes."

Wynne-Willson realizes that Market Bucks is just one way WellSpan is working to make a difference for helping patients to reach their health care goals.

"I've enjoyed being part of the program – and the relationship I have with the practice is very important to me. They have given me a feeling of security and provide me with a lot of support."

*WellSpan Health Coach Kim Richcreek (left) and Wendy Wynne-Willson shop for fresh fruits and vegetables as part of the Market Bucks program.*







**Improving lifelong health for all populations** requires a focus on community needs, investing resources in programs and building partnerships that represent different perspectives. In 2015, the WellSpan Community Health Needs Assessment (CHNA) helped identify multiple community health priorities and define various community engagement opportunities.

### Adult Overweight/Obesity

Nearly 70 percent of adults in southcentral Pennsylvania are overweight or obese (BMI>25), often as a result of unhealthy eating and physical inactivity habits. WellSpan offered the following resources:

- Nearly 6,000 community members participated in the sixth annual **10 Pound Throwdown**. Together, they lost nearly 16,000 pounds while focusing on healthy eating and being physically active.
- Thirty-eight people completed the **“Steps Toward a Healthier You”** class, and 108 participated in the eight-week **“A Healthy You”** healthy lifestyles program. In some communities, programs were offered in Spanish to reach non-English speaking community members.
- **Market Bucks**, a fruit and vegetable voucher program, expanded to include 20 primary care WellSpan practices and more than 20 local produce growers. Vouchers were distributed to 111 community members who face various health challenges.
- WellSpan Good Samaritan Hospital partnered with community organizations, such as the Lebanon Farmer’s Market and Lebanon Valley Family YMCA, to encourage personal wellness by building a **community garden** and offering **healthy cooking** demonstrations. In early summer, **Monday’s Market**, a seasonal farmers market, was launched with added features such as health screenings, exercise classes, and special programming.

- Through partnerships with local libraries, more than 14,200 **Get Outdoors (GO)** physical activity program activity sheets were distributed to families across southcentral Pennsylvania. Fifteen percent of participants returned their sheets and walked a collective 30,700 miles.
- In Lebanon County, physical health activities included the second annual **Hike to Health** event at Governor Dick State Park and free **Yoga in the Park** events where nearly 600 residents interested in improving balance, increasing flexibility and decreasing stress participated.

### Chronic Disease Prevention

Chronic disease is a major cause of death and disability across the United States and often contributes to poor individual health and well-being, and rising health care expenses. Through the following initiatives, WellSpan seeks to reduce the impact of chronic disease in its communities.

- WellSpan Good Samaritan Hospital hosted **Love Your Heart**, a heart-healthy living program, in which 45 community members participated.
- The **For Heart’s Sake** initiative provided more than 50 African-Americans living in the City of York with cardiovascular disease prevention activities and screenings.





- WellSpan educated community members about diabetes, including:
  - Enrolling 154 participants in group diabetes education classes and providing 1,176 individual consultations at WellSpan Ephrata Community Hospital and WellSpan Good Samaritan Hospital.
  - Partnering with the Healthy York County Coalition and other community organizations in the first annual diabetes symposium.
  - Supporting the WellSpan Good Samaritan Hospital Diabetes Symposium at which more than 75 community members learned how to manage their diabetes through preventative care, healthy eating and healthy habits during the holidays.
- Through efforts to address tobacco use and exposure in Adams and York counties, more than 750 youth received tobacco prevention education and 183 adults completed an intake for tobacco cessation services. WellSpan also launched **Quitter's Circle**, a website and mobile app designed to help tobacco users quit and stay smoke free.

## Community Engagement

Cultivating and strengthening mutually beneficial partnerships through the community is integral to WellSpan's mission and is evident in its commitment to serve as the catalyst and provide resources for community health collaborations focused on preventing pediatric injuries and supporting victims of physical and sexual abuse.

- As a part of the **Safe Kids Inspection Station** program, nearly 450 child passenger safety seats were checked in Adams and York counties. This includes 183 seats provided for free to low income families through a partnership with child passenger seat manufacturer, Graco.
- The families of 207 infants across the region received a safe place for their babies to sleep thanks to the continual efforts of the **Cribs for Kids** program.
- Teams of specially-trained emergency nurses at WellSpan Gettysburg Hospital and WellSpan York Hospital – **SAFE teams** – provided care to more than 850 domestic violence or child abuse victims in York and Adams counties.

## Community Education

WellSpan staff regularly educate community members about diverse health topics and seek to improve individual health through other means, such as increasing literacy. Examples of these efforts included:

- More than 120 women attended community programs that addressed women's health topics such as menopause, nutrition, osteoporosis, sleep and urinary incontinence.
- **Through the Reach Out and Read!** program, nearly 3,000 books were distributed in York County.



# Learning



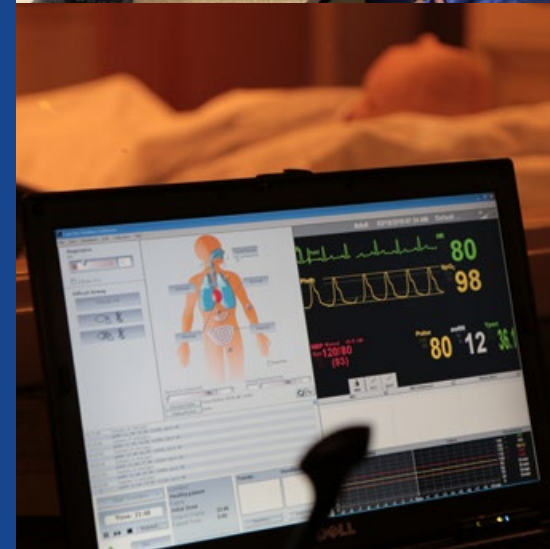
## *Educating the next generation of caregivers for central Pennsylvania*

WellSpan believes in the power and potential of its people — in new ideas, new approaches and new discoveries. That's why we are actively engaged in research and clinical trials, and pursuing exciting advances in medicine, right here in central Pennsylvania.

A learning organization, WellSpan also sponsors programs that train the next generation of physicians, behaviorists, nurses and other clinical professionals. Through these investments, we are committed to staying abreast of new techniques, to detect, diagnose and treat medical problems, and ensure an adequate supply of skilled clinicians for the future.

To learn more about how WellSpan Health serves and supports the community through its charitable mission, visit:

[WellSpan.org/Neighbors](https://www.wellspan.org/Neighbors)







# Project SEARCH: building skills, changing lives

**Earning a paycheck. Living with greater independence. Achieving a personal goal and a sense of accomplishment.**

Getting a job creates numerous intrinsic benefits for all of us.

For Dusty Reddick, recently starting her first job is helping her to move on to her next personal goal of saving money for a car.

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*“I’ve been trying for a long time to get hired somewhere and I finally accomplished it,” said Reddick, age 19, of Hanover.*

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Reddick is a recent graduate of Project SEARCH – a one-year, school-to-work program which provides total immersion in the workplace for students with disabilities. The national program is offered at WellSpan York Hospital and WellSpan Gettysburg Hospital.

The program’s goal is to provide students with real-life work experience and prepare them for competitive employment. The students, ages 18 to 21, gain experience working in various hospital departments, including Pain Management, Food Services, Housekeeping, Emergency Department and Engineering.

Reddick’s training experience gave her the opportunity to rotate among several departments to gain job skills in her areas of interest.

“I always wanted to see what a normal day for a housekeeper was, and then with Engineering, I always like to be hands-on with my work and it was interesting to see what they do.” Reddick said.

Project SEARCH is a partnership among WellSpan, Lincoln Intermediate Unit (LIU), the Office of Vocational Rehabilitation (OVR) and York/Adams Mental Health/Intellectual and Developmental Disabilities program.

Diane Sargeant, WellSpan’s senior director of organizational learning and development, said: “These students view working as a privilege. They have to meet certain requirements, and they have to be selected to participate. The students have a tremendous impact on the hospital, and the experience is extremely beneficial to them.”

Project SEARCH does not guarantee future employment with WellSpan, but as students gain experience, they become eligible to apply for jobs.

## The program is working.

Since its implementation at WellSpan York Hospital in 2010, followed by WellSpan Gettysburg Hospital in 2015, nearly 80 percent of Project Search students who have completed the year-long program have successfully gained jobs in the community. Almost 30 percent of those students have secured jobs with WellSpan Health.

Reddick successfully gained full-time employment in the housekeeping department at Homewood at Plum Creek, a large retirement community in Hanover.

“It’s been a great experience and I can’t wait to meet the members of the next class,” Reddick shared.

*During year-long job training, Project Search participants learn variety of jobs with support of WellSpan hospital staff.*







# Extending life-saving medical advances to central Pa.

**In 2018 WellSpan conducted 150 clinical trials in areas such as cancer care, heart care, neurology and others**

Bob Yanover, a 74-year-old York retiree, understands the value of clinical trials, which are research studies aimed at evaluating a medical, surgical or behavioral intervention.

*Clinical trials are the main way researchers find out if a new treatment, such as a drug or medical device, is safe and effective for people.*

Yanover underwent triple bypass surgery at WellSpan York Hospital in 2007. Three years ago, he had stents placed to open his arteries. He had to undergo a second stenting two years ago because of blockage caused by plaque. At the time, physicians asked him if he wanted to participate in a clinical trial for a new blood-thinning medication.

Yanover agreed, and he was one of 40,000 patients studied in two international clinical trials comparing two medications. After 18 months in the clinical trial, he continued to take the trial medication, which had been proven to significantly lower the risk of having another heart attack, stroke or dying from a cardiovascular episode.

Yanover's clinical trial involvement doesn't end there. He is also a volunteer member of the WellSpan Institutional Review Board (IRB), which reviews, approves and monitors the health system's 150 active clinical trials.

In April 2018, Yanover had a transcatheter aortic valve replacement (TAVR), a minimally invasive surgical procedure which replaces the valve without removing the damaged valve. The procedure, which

allowed him to forego open-heart surgery, had been the subject of an earlier clinical trial at WellSpan York Hospital.

"I didn't hesitate to opt for the [TAVR] procedure," said Yanover. "I knew it had been tested and proven effective. It's the standard of care now. Without clinical trials, however, I wouldn't have had the option."

Melissa Schlenker, director of WellSpan's Emig Research Center, said clinical trials involve four stages, each as a separate trial, and they are closely monitored and highly regulated to ensure safety for participants and effectiveness. Each clinical trial involves a research team, which typically includes physicians, nurses and other health care professionals.

All new treatments, such as drugs and medical devices, must go through clinical trials before being approved by the Food and Drug Administration (FDA).

Debi Oxenberg, oncology research director, said, "The majority of drugs used for the standard of care in treating cancer today were involved in clinical trials years ago."

WellSpan has more than 35 active oncology clinical trials, many of them sponsored by the National Cancer Institute.

"Clinical trial participants often receive early access to treatments that otherwise would not be available," said Oxenberg.

Yanover said he's proud to have played a part in helping to improve the standard of care, both as a clinical trial participant and a community IRB member.

"I believe clinical trials are definitely worthwhile," he stresses. "And, I've been impressed by the people who sit on the IRB. The medical advances I've seen are incredible, and there's no way they occur without clinical trials."

Oxenberg said, "The volunteers are the real heroes of our clinical trials. They are having an impact on the future of medicine."

*Bob Yanover, clinical trial participant and member of WellSpan's Institutional Review Board.*





## Examples of WellSpan's commitment to education and research in 2018:

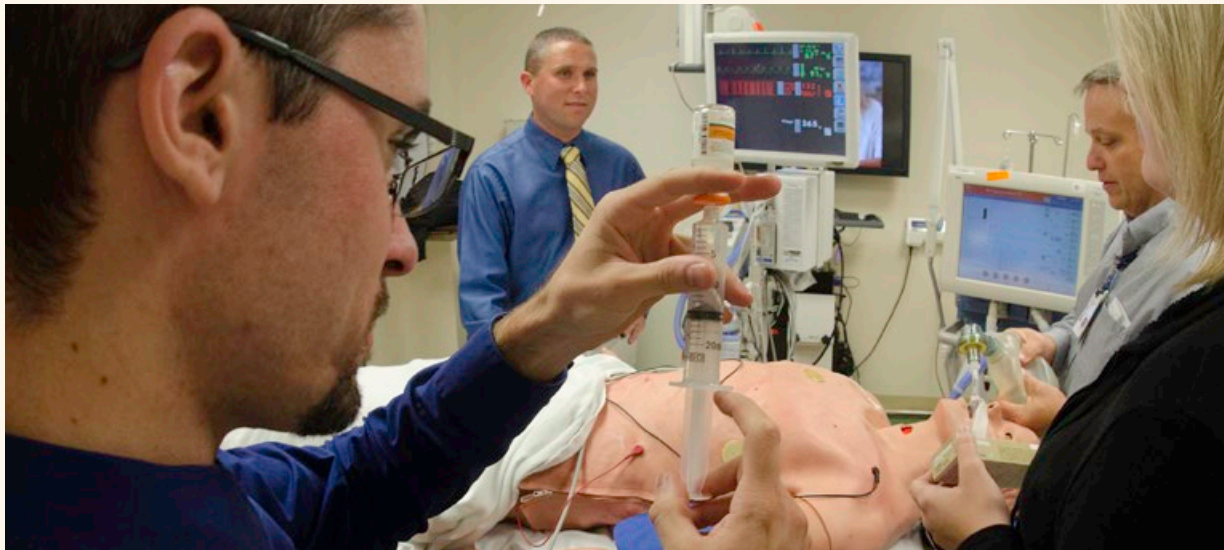
More than \$1.8 million dollars in support was provided to advance health care knowledge through research. These funds supported the **Emig Research Center**; Lung, Sleep and CT; Orthopedic; Oncology; Emergency Department; and Heart Vascular clinical trial research.

WellSpan York Hospital hosts Spiritual Care interns and residents throughout the year who acquire experience within the clinical setting. The monetary contribution from WellSpan to support the **Spiritual Care Residency** program alone exceeds \$800,000.

**Job Shadowing** - Students gained valuable experiences at WellSpan Health this year by shadowing health care professionals in 155 different departments system-wide. WellSpan staff members spent more than 43,000 hours mentoring approximately 360 interns.

**Sepsis Outreach** – in partnership with the York College School of Nursing, graduate students assisted with educating more than 100 high-risk community members about sepsis and how it can be prevented at assisted living facilities and low-income housing developments. In addition, WellSpan health educators shared similar prevention education with 60 residents and nine staff at an assisted living facility in York County.

WellSpan contributed more than \$93,000 toward a multi-county **Community Health Needs Assessment**. Data help WellSpan understand the health needs of each community it serves, establish three-year community health priorities and develop its Community Health Implementation Plan (CHIP).





# Support from our neighbors makes a difference for all

During the past year, thousands of our neighbors supported our charitable mission through donations to one of WellSpan's four foundations or WellSpan Philhaven. These donations benefited patients, projects and initiatives by providing charity care, advancing medical education, and ensuring clinical excellence and patient-focused care. All donations stay in each local community and are used to support initiatives, according to the donor's wishes.

The following are just a few examples of how neighbors supported neighbors in 2018.

NEIGHBORS MAKING A DIFFERENCE

## Grateful family gives back to newborn care

Pregnant with twins, Susan Ellis was on bed rest at her home. Like nearly 1 million women every year, she went into premature labor.

Rushed to WellSpan York Hospital, she was admitted, and 10 days later, Susan and her husband, Greg, welcomed their twin girls, Olivia and Samantha, to the world. This past year, Olivia and Samantha turned 18.

Every baby in WellSpan York Hospital's Level III NICU is supported by a team that is highly skilled and dedicated.

"Every day I am grateful for the NICU," Greg Ellis said. "Each day with [the girls] is a miracle. Without the care they received in the NICU, we would not be where we are today."

It's that deep sense of gratitude that has compelled Greg and Susan Ellis to donate to the NICU every year. And, they said, they'll continue to give back for as long as they are able.



NEIGHBORS MAKING A DIFFERENCE

## 11-year-old raises funds for WellSpan Cancer Center

It's not often a physician gets a letter like the one recently sent to Ruben Perez, M.D.

"Thank you for giving me 10 amazing years with my MawMaw," began the letter from 11-year-old Aly Johnson. "If it weren't for you, I wouldn't have ever known my MawMaw the way I did."

Perez, a medical oncologist at the WellSpan Sechler Family Cancer Center in Lebanon, cared for Aly's grandmother, Barbara Dentzer, during Dentzer's decade-long battle with breast cancer.

In gratitude for Perez's care, Aly set up a lemonade stand at her home, selling pink lemonade and pink sugar cookies. Aly donated the \$212.50 she raised for the cancer center in memory of her grandmother. She joined many of her neighbors in supporting Cancer Patient Help Funds established in each local community.



## Preparing neighbors to respond to mental health crisis

WellSpan Philhaven's Mental Health First Aid Training teaches skills for supporting a family member, friend or coworker who experiences a mental health crisis.

It's a situation many people encounter since one in five adults experience a diagnosable mental health disorder in any given year.

The eight-hour training class is free to participants due in part to generous donations. Instructors teach participants how to identify, understand and respond to various mental health situations.

Last year, more than 2,800 individuals receiving the valuable first aid training across Central Pennsylvania.



## Advancing specialty heart care in Adams County

In Adams County, grant funding from the Pella Rolscreen Foundation and the Kuyper Foundation, both part of Pella Corporation, supported WellSpan Gettysburg Hospital's efforts to offer advanced heart care for area residents.

Their support, along with the gifts of individual donors, contributed to the renovation and expansion of the hospital's cardiac catheterization lab and the recent addition of advanced, interventional heart care for the people of Adams County.

The advanced cardiovascular program is consistent with WellSpan's belief that specialty care should be available close to home.

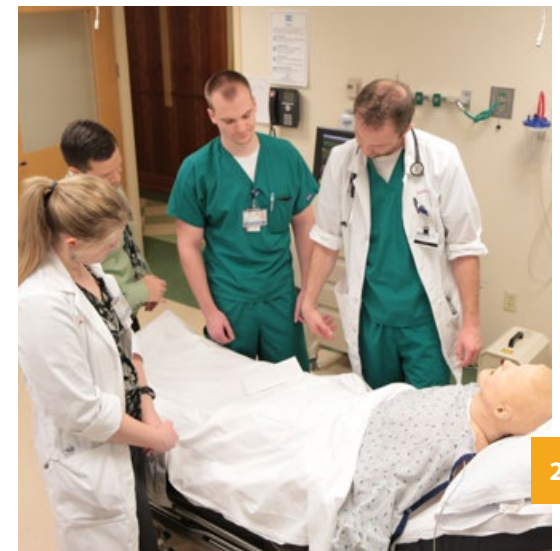


## Support for clinical excellence in Ephrata

WellSpan Ephrata Community Hospital's soon-to-be-completed clinical simulation lab will allow for 'real life,' competency-based training and education for providers to properly prepare them to perform procedures, treat complex emergencies and rare complications.

The new lab would not be possible without generous donations, led by gifts from the Dart Foundation, CRELS Foundation and Northern Lancaster County Physician/Hospital Alliance. Ephrata Community Health Foundation also provided matching funds to influence other donations.

"The opportunity to implement and develop this innovative teaching experience is precisely the type of project the Foundation wishes to support in furtherance of our charitable mission," said Michael Kane, chair, Ephrata Community Health Foundation.





# Volunteers turn passion into comfort for WellSpan patients

In 2018, nearly 2,500 volunteers contributed more than 262,000 hours of their time throughout the health system to help WellSpan care for its patients and fulfill its mission. That equates to more than \$6.3 million in services donated to the organization.

As WellSpan has continued to grow, so has the role of volunteers.

Volunteers are now more likely to give their time where they can add an extra layer of human interaction between patients and caregivers.

“They want to see the impact of what they are doing, and they want to do that with WellSpan,” said Christi Brown, senior director of volunteer engagement for WellSpan.

Many programs may not exist if it were not for the volunteers who support them.

Those include the Pet Therapy Program. Beginning with a few pets coming in to visit patients at WellSpan York Hospital, the program has expanded to WellSpan facilities in York and Lebanon counties.

Brown said all pets who come to WellSpan facilities are owned by volunteers, who must go through training for themselves and for their animals.

“We have incredible dogs and owners, and we get so many requests because patients are missing their pets,” Brown said. “I know they bring joy to our office when they come, to be sure.”

In Gettysburg, volunteers play a relatively new role with the Healing HeARTS program. Clinical staff and volunteers with specialized training

identify patients who are up for a special, personal visit from a volunteer. This could include light pampering for their hands and feet, nail services, combing and brushing hair, or spending time reading, doing puzzles or just listening or talking.

*Studies show that pet therapy helps to reduce blood pressure and anxiety and increases feelings of joy and elation, which all aid in the healing process.*

Perhaps the most powerful recognition of the impact volunteers have with WellSpan is at WellSpan Ephrata Community Hospital, which recently introduced a new program for patients having total joint replacement surgery.

Here, volunteers check in with hip and knee replacement patients periodically to see if they need anything, help them get to their therapy on time, and stay with patients in the therapy gym while nurses and physical therapists return other patients to their rooms. They also assist with discharge luncheons and other program support tasks.

The number of volunteers is now growing, as grateful patients come back to return the favor and care for others.





*WellSpan volunteer Guy Hickey and pet therapy dog "Mimi".*

## Additional Volunteer Efforts

### Gettysburg Hospital Auxiliary

- Continued support of WellSpan Gettysburg Hospital's Healing HeARTS initiative, including the funding of innovative programs to address mindfulness, chronic illness, and depression.

### York Hospital Auxiliary

- Continued support of \$1 million pledge for the WellSpan York Hospital Emergency Department to create a Behavioral Health Unit.
- More than \$52,000 raised in support of the grants program at the annual Book Nook Bonanza.
- Funding to WellSpan's York County programs including: preventive cardiology, trauma services, Thomas Heart Family Practice and sports medicine, women and children's services, orthopedics and gastroenterology.

### The Good Samaritan Hospital Auxiliary

- Through its 70th annual Good Samaritan Hospital Auxiliary Street Fair in June, the auxiliary worked to raise \$40,000 to complete a \$150,000 pledge to support the WellSpan Sechler Family Cancer Center.
- Since 1949, the auxiliary has contributed more than \$2.7 million to the hospital for equipment and special projects to enhance the care and comfort of local patients and their families.







# WellSpan board leadership

As the only locally governed health system based in central Pennsylvania, WellSpan Health is guided by a volunteer board of directors comprised of community leaders from across Adams, Lancaster, Lebanon and York counties.

First row: **Steve Hovis**, *WellSpan Health Board Chair*.

Second row: **Kevin Mosser, MD**, *President/CEO WellSpan Health*; **Carleen Warner, MD**, *WellSpan Medical Group Board Chair*.

Third row: **George Stoltzfus**, *WellSpan Philhaven Board Chair*; **John Porter**, *Executive Vice President/COO*;  
**Bill Funk**, *WellSpan Ephrata Community Hospital Board Chair*; **Paul Minnich**, *WellSpan Specialty Services Board Chair*.

Fourth row: **Wayne Hill**, *WellSpan Gettysburg Hospital Board Chair*; **Bill Dannehl**, *WellSpan York Hospital Board Chair*.

Not pictured: **Kevin McCullum, MD**, *WellSpan Provider Network Board Chair*;

**Amir Tabatabai, MD**, *WellSpan Population Health Services Board Chair*;

**John (Pat) Welch, MD**, *WellSpan Good Samaritan Hospital Board Chair*.



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David Noll, D.O.  
Ignacio Prats, M.D.  
William Scott, III  
William Shoemaker  
Heather Sholtis, D.O.

**WellSpan Specialty Services**

Paul Minnich, Esq., Chair  
Patrick McGannon, M.D., Vice  
Chair  
Joy Keller-Brown, Secretary/  
Treasurer  
Scott Coyle  
Barry Douglas  
Michael Doweary  
Steve Lindsey  
Suzanne McConkey  
Steven Merrick  
Kevin Mosser, M.D.



# WellSpan management team

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**Kevin H. Mosser, M.D.**  
President & Chief Executive Officer

**Thomas R. McGann, M.D.**  
Executive Vice President, Clinical Practice

**John M. Porter, Jr.**  
Executive Vice President & Chief Operating Officer

**R. Hal Baker, M.D.**  
Senior Vice President, Clinical Improvement, Chief Information Officer

**Robert J. Batory**  
Senior Vice President & Chief Human Resources Officer

**Charles H. Chodroff, M.D.**  
Senior Vice President, Population Health, Chief Clinical Officer

**Thomas R. Harlow**  
Senior Vice President, WellSpan Health/President, WellSpan Good Samaritan Hospital

**Philip D. Hess**  
Senior Vice President, WellSpan Health/President, WellSpan Philhaven

**Jane E. Hyde**  
Senior Vice President, WellSpan Health/President WellSpan Gettysburg Hospital

**Karen Jones, M.D.**  
Senior Vice President, WellSpan Health/President, WellSpan Medical Group

**Glen D. Moffett, Esq.**  
Senior Vice President & General Counsel

**Keith D. Noll**  
Senior Vice President, WellSpan Health/President, WellSpan York Hospital

**Michael F. O'Connor**  
Senior Vice President & Chief Financial Officer

**Maria L. Royce**  
Senior Vice President, Strategy & Market Development; Chief Strategy Officer

**Carrie Willetts**  
Senior Vice President, WellSpan Health/President, WellSpan Ephrata Community Hospital

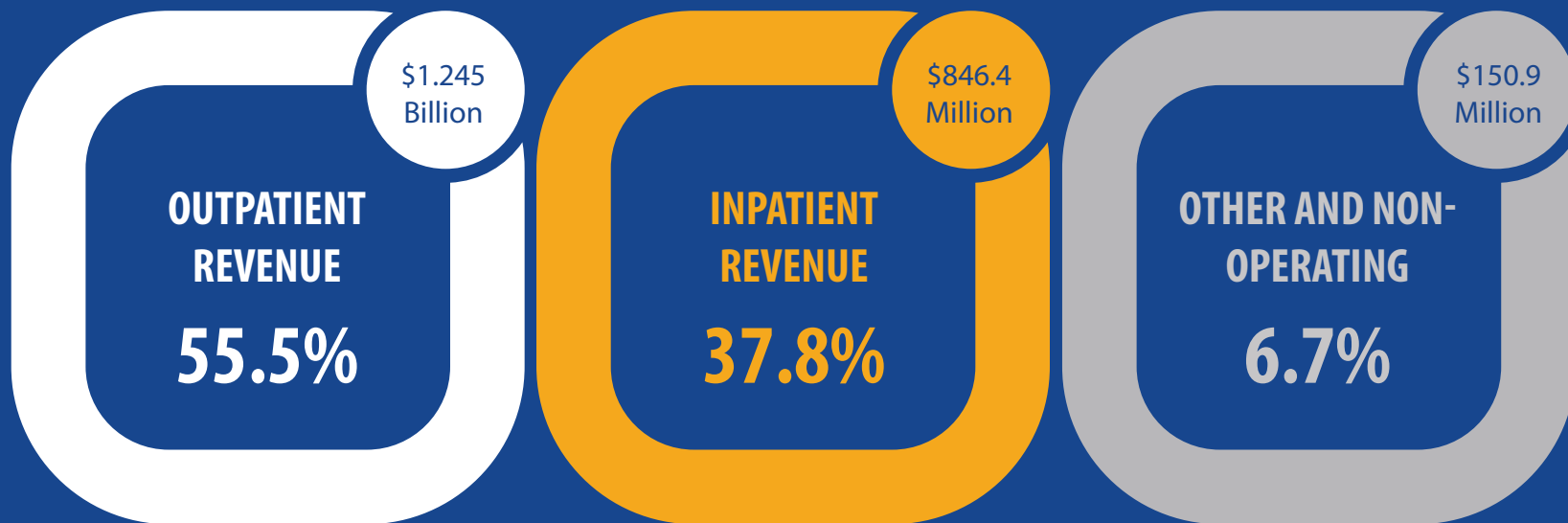
**Barbara A. Yarrish, RN**  
Senior Vice President, WellSpan Health/President, WellSpan Specialty Services

# WellSpan 2018 by the numbers

In fiscal year 2018, WellSpan's charitable purpose brought \$190.3 million of community benefit to the people of central Pennsylvania. Our bottom line, as detailed in this report, remains the pursuit of more coordinated, convenient, comprehensive, and community-focused health care services for the journey that is life.

## Resources Generated

\$2.242 Billion July 1, 2017 through June 30, 2018



## Use of Resources

\$2.242 Billion July 1, 2017 through June 30, 2018





# WellSpan 2018 by the numbers

## In 2018 WellSpan:



Provided more than  
**142,500**

Home Health patient visits.



Received more than  
**192,825**

visits to our hospital  
emergency departments.



Cared for more than  
**57,500**

as inpatients in  
our hospitals.



Provided jobs to more than  
**15,000**

members of our communities.



Welcomed  
**5,225**

babies into our communities.



Helped our patients pursue their goal  
of better health through  
**2,282,052**

visits to WellSpan primary  
and specialty care practices.

To learn more about how WellSpan Health serves and supports the community through its charitable mission, visit:

[WellSpan.org/Neighbors](https://www.wellspan.org/Neighbors)



Supported the efforts of community nonprofit organizations through more than **\$750,000** in WellSpan Community Partnership Grants and sponsorships.



Employed more than **1,200** primary care and specialty care physicians and advanced practice clinicians.



Educated more than **12,000** people on living healthier lives through changes to nutrition and physical activity.



Trained more than **650** medical residents and visiting medical students.



Volunteered for and supported more than **150** nonprofit community organizations.



Educated more than **800** individuals on tobacco use prevention and cessation.





To learn more about how WellSpan Health serves and supports the community through its charitable mission, visit:

[WellSpan.org/Neighbors](https://www.wellspan.org/neighbors)

### Connect with WellSpan Health

