

# LEADING TOGETHER

for better health

It's what neighbors do.™

WellSpan Chambersburg Hospital  
WellSpan Ephrata Community Hospital  
WellSpan Gettysburg Hospital  
WellSpan Good Samaritan Hospital  
WellSpan Medical Group  
WellSpan Philhaven  
WellSpan Surgery & Rehabilitation Hospital  
WellSpan VNA Home Care  
WellSpan Waynesboro Hospital  
WellSpan York Hospital  
WellSpan Summit Physician Services







# 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 2019. Learn more about how WellSpan and its partners lead together for better health by visiting:

[WELLSPAN.ORG/NEIGHBORS](https://www.wellspan.org/neighbors)

On the cover: Ann Kunkel, senior director, case management, WellSpan Health; Rebecca Hunter, owner, Hunter Cottage; and Kayla Gruber, external affairs specialist, The Hospital and Healthsystem Association of Pennsylvania (HAP), spruce up the grounds of Hunter Cottage, a personal care home in York that offers patients with housing insecurity short-term recuperative care following hospitalization. HAP honored WellSpan with a 2019 "Living the Vision" award for the collaborative effort, part of its Arches to Wellness program. (See story on p. 7.)





We're part of the

# CENTRAL PENNSYLVANIA COMMUNITIES WE SERVE

WellSpan Health is more than a health care provider to the central Pennsylvania communities we serve. We take time to understand each community's health care needs and engage with our community partners to identify the best way to meet those needs.

This 2019 WellSpan Community Benefit Report looks at some of the ways WellSpan Health has worked with its partners throughout central Pennsylvania to address food and housing insecurity, contribute to public safety, improve our communities and provide care for all.

Through our partnerships and leadership, WellSpan Health is supporting dozens of community organizations in their tireless efforts to make central Pennsylvania a healthier place to live. In the pages that follow, you'll find stories of how WellSpan and its partners are **LEADING TOGETHER FOR BETTER HEALTH**. It's what neighbors do.™

# COMMUNITY IMPACT

Includes Summit Health data from November 2018 – June 2019

There are many ways to measure the impact WellSpan has on the communities of central Pennsylvania. Here are four important ways:



**\$11.7 million**

## Charity Care

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

**\$221.1 million**

The amount of community benefit WellSpan Health provided in fiscal year 2019

**\$179.9 million**

## Medicaid Shortfall

Cost greater than what was paid to WellSpan by Medicaid

**\$14.2 million**

## Medical, Dental & Pharmaceutical

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

**\$15.3 million**

## Community Programs & Outreach

Cost of education and outreach provided in our communities

WellSpan also provided more than **\$356.2 million** in care that was not reimbursed by Medicare and **\$52.8 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

In 2019, through WellSpan's Community Partnership Grant Program, the health system provided \$307,219 in support of like-minded nonprofit organizations. These grants help address key issues and health priorities that include nutrition and food insecurity, access to health and human services, mental and physical health, education and other community needs.

| COMMUNITY PARTNER   | COMMUNITY HEALTH NEED   | HOW WE HELPED    |
|---|---|---|
| Project Lazarus ( <i>York County</i> )                                  | Opioid overdose prevention  | Enabled professional support to manage Project Lazarus York County, an overdose prevention program.   |
| Community Health Council of Lebanon County                              | Community health coordination   | Established a new, full-time leadership position.   |
| Lancaster Health Center   | Opioid overdose prevention  | Enabled professional support to manager of Project Lazarus, an overdose prevention program.   |
| Ephrata Area Social Services ( <i>Lancaster County</i> )                | Access to healthy food  | Supported upgrade of refrigerators, freezer, shelving, and produce area in food bank.   |
| REAL Life Community Services ( <i>Lancaster County</i> )                | Access to affordable housing, social services and medical/dental care | Support for the Declaration House, a social services hub with access to medical, dental, behavioral health care and affordable housing in one location. |
| York County Food Bank   | Access to healthy food  | Helped establish a mobile food pantry.  |
| Gaudenzia Inc. ( <i>York County</i> )                                   | Substance abuse and addiction treatment                               | Provided program materials and staff training for an outpatient drug treatment program in Delta.  |
| Manos Unidas Hispanic - American Center ( <i>Adams County</i> )         | Health literacy   | Provided educational and promotional materials supporting healthy relationships, communication skills, and substance abuse prevention.                  |
| VisionCorps ( <i>Adams, Lancaster, Lebanon and York counties</i> )      | Health equity/access  | Support for occupational and rehabilitation programs for blind and visually impaired patients who are underinsured.                                     |
| Adams County Arts Council   | Health and wellness   | Supported the Healing HeARTS program that promotes wellness and healing through the arts.   |
| Land Conservancy of Adams County  | Adult and childhood obesity prevention                                | Supported the Orchard Views Trail, a 2.7-mile hiking trail through preserved farms in western Adams County.   |
| YWCA: Dialogues on Race ( <i>York County</i> )                          | Diversity   | Supported program for youth and adults that addresses racism in the community.  |
| Lebanon Valley Volunteers in Medicine ( <i>Lebanon County</i> )         | Health literacy   | Supported expansion of the diabetes support group geared toward Spanish-speaking individuals.   |
| Public Libraries ( <i>Adams, York, Lancaster and Lebanon counties</i> ) | Health and literacy among children                                    | Coordinated Get Outdoors (GO) summer programs to improve school readiness and increase physical activity in children and teens.                         |




# SUMMIT ENDOWMENT



WellSpan’s Summit Endowment exists to identify and address the health needs of Franklin County by supporting the development of programs and activities of nonprofit organizations that will measurably improve the health of our neighbors.

In 2019, the Summit Endowment awarded a total of \$283,144 in community health grants aimed at addressing issues such as access to care, nutrition, physical activity and mental health. To date, the endowment has awarded more than 200 grants to local organizations totaling more than \$5 million.

Here are the organizations that were awarded grants in 2019 for their efforts in addressing the health needs of Franklin County.

| COMMUNITY PARTNER  | COMMUNITY HEALTH NEED                                   | HOW WE HELPED   |
|--|---|---|
| Mainstreet Waynesboro Inc.<br>Downtown Farmers Market        | Access to healthy food                                  | Support for Market in the Park, offering fresh, local produce at reasonable prices; healthy eating presentations; and a community health nurse providing free blood pressure screenings.  |
| Chambersburg Memorial YMCA                                   | Nutrition and physical activity                         | Support for LIVESTRONG Cancer Survivorship program at the YMCA. Participants meet for a 90-minute session twice a week at no charge. Program includes three 12-week sessions with individualized assessments and exercise programs.   |
| Noah’s House Recovery Homes                                  | Substance use disorder recovery and addiction treatment | Support for Gracie’s Place, a long-term recovery home for women in Franklin County. The home offers an atmosphere of accountability and support, navigating clients to supporting agencies that address drug or alcohol addiction, mental health and physical needs.                                    |
| South Central Community Action Programs                      | Social determinants of health                           | Support for Poverty Simulations, a program that helps participants see the impact that poverty has on health through group simulations.   |
| Waynesboro Area Business, Education and Community Foundation | Access to mental health services                        | Support for Quest for SEAL program, offering a full-time social worker to address a lack of mental health intervention services for students in the middle and high schools.  |
| Summit Physician Services                                    | Access to health care and social services               | Support for two community health workers, who serve as a link or liaison between the health/social services and the community to facilitate access to services, increase health knowledge and self-sufficiency, improve quality and cultural competence of service delivery and close health care gaps. |
| Shippensburg University Foundation                           | Access to healthy food                                  | Support for the Shippensburg Community Resource Coalition, which provides weekend backpacks filled with nutritious food for children and their families with food insecurity in the Shippensburg Area School District.  |
| Community Services   | Physical activity                                       | Support for Happy Feet Walking Parties, which engage Franklin County Housing Authority community members in a four-week walking program to help them become more physically active.   |
| South Central Community Action Programs                      | Food insecurity   | The Gleaning Project for Healthy Outcomes is a community engagement initiative to feed and nourish the underserved population of Franklin County with fresh, locally grown produce.   |



**Omega Bed  
Lease Program™**

**Arches to  
Wellness**

**ALPHA  
Community  
Initiative**

## Leading together for **CARE FOR ALL**

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

WellSpan Health believes that everyone should have access to the health care they need. Unfortunately, we know that financial health and social barriers exist 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 locations.

In 2019, WellSpan provided \$11.7 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).

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

# INTERPRETATION SERVICES

Improving the quality of care for deaf and hard of hearing patients



Nikki Moran knows the difficulties deaf and hard-of-hearing patients face in a health care setting because she is deaf. That also affords her a great deal of understanding about the patients she works with as the coordinator of deaf and hard of hearing communications for WellSpan Health.

"Because I am also deaf, I have intimate and personal knowledge and experience of what it is like to be a deaf patient," Moran says. "I am able to relate to our deaf patients and have an understanding of what they need. At the same time, I am able to lend my expertise to the organization in improving how we serve our deaf and hard-of-hearing patients."

Moran was hired in her role two years ago. One of her goals is to ensure that interpreters are certified in American Sign Language (ASL), which she explains is a visual language that incorporates facial expression and body language, not just signing.

WellSpan offers interpretation services 24/7 in its physician practices, in hospitals and at urgent care and emergency department locations. Services include face-to-face interpreters, video remote interpreter services, communication boards, visual aids, written communication and assistive listening technology. The services are available to those involved in the patient's care as well.

Without ASL-certified interpreters, Moran says, deaf and hard-of-hearing patients could experience a diminished quality of care, such as confusion or misunderstanding about health issues and medication, which could have harmful consequences and lead to repeat emergency department visits and distrust toward providers. In total, she estimates that WellSpan works with 35-45 community sign language interpreters across Adams, Franklin, Lancaster, Lebanon and York counties.

"In the two years I have been at WellSpan as the deaf and hard-of-hearing communications coordinator, I have received countless stories and feedback from patients, community interpreters and staff and providers alike," Moran says. "The resounding theme: Having an interpreter to help facilitate communication between the patient and provider has tremendously improved the quality of care our patients receive, and providers leave their patients confident that they received accurate and clear information pertaining to their health care."



Volunteers spruce up Hunter Cottage in York.

## HELPING THOSE WITH NO PLACE TO CALL HOME

WellSpan and its partners work to improve health by addressing housing insecurity

Following an acute care hospital stay, most people return to the comfort of home, usually with family or friends to assist their ongoing recovery. Patients with more intensive recovery needs often are transferred to a rehabilitation or skilled nursing facility (SNF).

But what happens when a patient doesn't have a permanent home? Or when a patient needs post-acute care but doesn't have the financial resources or insurance for rehab or a SNF?

Housing insecurity is increasingly becoming recognized as a contributor to overall poor health. Factors can include the stress of frequent moves and spending a disproportionate amount of income on housing with little left to cover health care expenses. In post-hospitalization scenarios, lack of permanent housing frequently results in a return to acute care because the patient's housing situation creates a barrier to full recovery.

"In fact," says Ann Kunkel, RN, senior director of case management for WellSpan Health, "housing is a significant contributor to 60 percent of social factors that impact a person's health."





## The Hospital and Healthsystem Association of Pennsylvania honored WellSpan and its community partners with the 2019 “Living the Vision” award for efforts to address housing insecurity in central Pennsylvania.

“We have found that many of our neighbors are unable to leave the hospital when the clinical team says they are ready to leave because they have no place to go.”

For patients who are homeless, a shelter is not an option, Kunkel says, because shelters won’t take people with medical needs. Most require residents to leave during the day.

Physical disability adds another challenge when securing post-acute care since those patients need housing that is ADA acceptable.

Personal care homes are among options for low-income adults who require assistance in daily living. The cost is considerably less than the cost of a nursing home. However, in Pennsylvania, the Medicaid supplement for personal care homes has been \$37 a day for more than a decade, while the cost of care has more than doubled, making that option unaffordable for most low-income people.

As a result, the overall number of personal care homes has been rapidly declining, along with the number of beds available to those receiving a personal care home supplement. Statewide, there was a 42 percent decline in available beds from 2018 to 2019. In central Pennsylvania, the reduction has ranged from 72.9 percent in Adams County to 23 percent in Lancaster County.

### Collaborating on a solution

WellSpan Health and its community partners have been working to address housing insecurity in central Pennsylvania. Three of those collaborative solutions earned the Hospital and Healthsystem Association of Pennsylvania (HAP) 2019 “Living the Vision” award.

The Alliance For Low Income Personal Care Home Advancement (ALPHA), led by the Healthy York County Coalition, is comprised

of both public- and private-sector stakeholders in housing and human services whose goal is to improve the quality of life at low-income personal care home facilities and create collaborations that will increase the number of beds available for low-income residents.

Many of these residents live in more restrictive settings than their medical needs require. ALPHA is asking the state to increase the personal care home supplement to provide these individuals with a home in their own communities, close to family and friends.

“There are a lot of personal care homes in our area, but they won’t accept reimbursement below a certain monetary level, and they won’t accept patients on assistance,” Kunkel says. “There are a lot of caviar homes and not enough tuna.”

Arches to Wellness offers short-term recuperative care (45 days), including at Hunter Cottage, a personal care home in York. Patients in this program receive services, such as primary care, home health, pharmacy services and case management from the WellSpan Bridges to Health team, along with help in securing a source of income.

The Omega Bed Lease Program began through an agreement with York County to coordinate care between WellSpan York Hospital and Pleasant Acres Nursing & Rehabilitation Center. Today, WellSpan leases skilled nursing beds to provide short-term (90 days) post-acute care. WellSpan also works with patients on the paperwork necessary to secure longer-term care – a significant barrier for many patients.

“We have found that many nursing homes are willing to take a patient for post-acute recovery, but there is hesitancy if they believe the care will be long term,” Kunkel says.

Kunkel adds that, beyond York, WellSpan also is working to put arrangements in place for post-acute recovery in Adams, Lancaster, Lebanon and Franklin counties.

“There’s a need in all of the communities, and our goal is to have a recuperative care program in every community we serve.”

# HELPING THE MOST VULNERABLE

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

- **WellSpan Community Health Center** received 27,049 visits for adult and pediatric primary care.
- **Thomas Hart Family Practice Center**, staffed by resident and faculty physicians at WellSpan York Hospital, provided acute, chronic, preventive and obstetric care for people lacking sufficient health insurance through more than 26,000 patient visits.
- **WellSpan York Hospital's Department of Dentistry** provided dental treatment during more than 23,055 patient visits.

In addition, WellSpan funds and provides a primary care physician to service as medical director for the City of York Bureau of Health. (*See story on p. 21.*)

Access to care can be limited by financial challenges, insufficient health insurance or other barriers. To address these issues, WellSpan supports 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 assisted 3,200 community members in need of care across the region.
- Through **Prescription for Caring program**, Healthy Community Network provided financial assistance for nearly 12,000 prescriptions, allowing individuals who lack sufficient health insurance or financial means to access the medications they need.

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:

## Adams County

- **Family First Health Gettysburg Center**, a federally qualified community health center (FQHC) supported by WellSpan to provide services in Adams County, met patient care needs through 8,398 medical visits and 4,764 dental visits.
- **Mission of Mercy** operated a free mobile health and dental clinic for uninsured and underinsured residents of Adams County. During 2019, their Gettysburg clinic reached 240 patients through 593 visits.

## Franklin County

- **Keystone Health**, an FQHC who serves the greater Franklin county region, met the needs of more than 52,000 patients through 226,360 visits at four health centers in the Chambersburg area.

## Northern Lancaster and Lebanon Counties

- **Welsh Mountain Medical and Dental Center**, an FQHC in Lancaster and Lebanon counties, met patient care needs through 18,124 medical visits and 24,199 dental visits.
- **Volunteers in Medicine**, a medical clinic in Lebanon County, provided primary medical services, free medication and durable medical equipment to more than 2,993 working uninsured community members through 4,752 patient visits.
- Construction began on the **Dixon Foundation Health Center** in Lebanon, which will improve access to primary care, behavioral health and other essential health services for county residents.

## York County

- **Family First Health's Hannah Penn Health Center**, a partnership of WellSpan York Hospital, Family First Health and the City of York School District, received 4,241 acute and preventive visits from underserved adults and children.
- **Katallasso Family Health Center**, a faith-based non-profit health clinic in the City of York, served the needs of uninsured/underinsured patients across 1,810 visits.



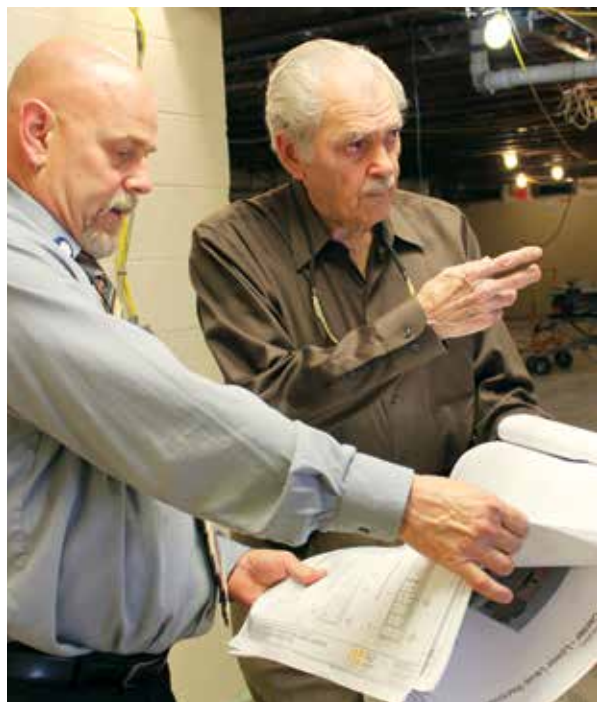


# Leading together for **HEALTHY COMMUNITIES**

## Coalitions and partnerships help build healthy communities

Building healthy communities requires the development and ongoing support of coalitions and partnerships which have shared community health goals, assume shared responsibility and represent diverse perspectives. Through these coalitions, WellSpan and its partners are leading community health improvement efforts to develop wellness through health literacy, promoting healthy lifestyles, connecting people to healthy food options, addressing cultural differences and impacting social determinants of health. WellSpan strongly believes that community transformation occurs locally with systemwide vision and support. On the following page are ways WellSpan demonstrated its commitment to community capacity building and engagement in 2019.

*Pictured right: Frank Dixon, right, and Joseph DeAngelo, WellSpan project manager, in the future community health and wellness center in the WellSpan Dixon Foundation Health Center in Lebanon.*



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

# COMMUNITY COALITION BUILDING

## Healthy Adams County

- Encouraged participation in community-wide events as part of **Community Wellness Connections**. Focused on four dimensions of health (mind, body, spirit, and community), these efforts engaged hundreds of community members and supported the efforts of partnering organizations.
- Engaged more than 1,600 community members in free walking parties, hikes and 5K events through the **Physical Fitness Taskforce**.
- Addressed food insecurity by reaching 413 individuals through the **Healthy Options** program and more than 300 individuals receiving SNAP assistance through the **Fruit and Veggie Bucks** program with the availability of discounted fruits and vegetables through the seasonal Adams County Farmers Market and Kennie's Markets.

## Healthy Franklin County

- Developed a new coalition to address the health and well-being of newborns and toddler-age children. **Hope from the Start** will focus on assisting children with physical and social development, approaches to learning, language, and cognitive development.
- Through **Get Fit Franklin County**, promoted physical activity resources and engagement opportunities to more than 4,000 Franklin County residents by distributing the Get Fit Franklin County booklet and promoting additional resources on the HealthyFranklinCounty.com website.
- To address the challenge of food insecurity, partnered with Franklin County GIS Department to create an interactive **Food Resources Map** that shows food resources in the community including emergency food providers, backpack programs, lunch assistance programs, community gardens, markets that feature fresh produce or local products and stores that accept SNAP benefits.

## Healthy York County Coalition

- Worked to identify and implement sustainable solutions for homes providing long-term care through the **Alliance for Personal Care Home Advancement (ALPHA)** community initiative.
- Raised awareness of social determinants of health's impact on vulnerable populations through the **Life Expectancy Initiative**.
- Engaged more than 374 community members in **York County Walks** – a community-based walking and wellness initiative.
- Educated 433 community members through **Your Life Your Wishes**, which focuses on the importance of advance care planning and end of life care.

## LiveWELL Lancaster County Coalition

- Engaged more than 275 attendees at the **Lancaster Health Summit**, a collaborative effort with Central PA Business Group on Health. The 2019 summit, sponsored by WellSpan Health, focused on social determinants of health.
- Incorporated **Learning Labs** in Lancaster throughout the year to feature education and further understanding of specific social determinants topics.
- Continued county-wide efforts to address physical health, mental well-being, and social determinants of health.

## Community Health Council of Lebanon County

- Received a **PA State WalkWorks** designation to create an Historic Downtown Lebanon walking route that will serve the community and highlight our downtown revitalization efforts.
- Collaborated with **Better Together in Lebanon County** and **The American Heart Association** to launch a mobile kitchen, providing hands-on cooking classes to many residents throughout the county.
- Launched **CUE**, an email and social media platform that will connect residents to health and wellness services, programs and events.
- Educated the community through the **Age Wave Initiative**, which focuses on the importance of advance care planning and end of life care.
- Provided leadership in the eradication and prevention of homelessness through the efforts of the **Lebanon County Coalition to End Homelessness**.

In addition to these key community partners, WellSpan also collaborates with many other coalitions and taskforces across Central PA to address challenges such as successful re-entry of community members following incarceration, early learning, family well-being and others.



# INVESTING IN A HEALTHIER, SAFER, CENTRAL PENNSYLVANIA

Access to health care, improved public safety are among keys to vibrant and healthy communities

"A vibrant and healthy downtown is certainly a contributor to the county's overall vitality," says Elaine Bonneau, director of York's Downtown Inc.

"People are looking at quality of life when deciding where to live, and that's about more than restaurants and entertainment; it's also accessibility of services, such as transportation and health care."

WellSpan Health is supporting the goal of improved access to health care in downtown York through WellSpan on Market, which offers a downtown hub for health screening events, health talks and other health and wellness resources. Located in the F.W. Woolworth department store building, WellSpan on Market opened in August 2018.

Downtown Inc is perhaps best known for York's First Friday, a monthly event that Bonneau describes as "free, family-friendly entertainment that represents the diversity of the community." There's even a grant program that supports nonprofit groups or merchants who provide children's programming at the event. WellSpan Health has served as the presenting First Friday sponsor for the past several years.

## Addressing poverty and language barriers in Lebanon

In Lebanon, Family First Health and WellSpan are working to improve the health of residents in the city and throughout the county, 30 percent of whom live in poverty.

Family First Health, a federally qualified health center with locations throughout central Pennsylvania, will provide primary care services at the WellSpan Dixon Foundation Health Center, which is slated to open in 2020. The \$3.5 million project was funded by a \$2 million gift from the Francis J. Dixon Foundation and money from the state Redevelopment Assistance Capital Program. The health center will improve access to primary care, behavioral health and other health and social services in Lebanon County.

Jenny Englerth, Family First president and CEO, says serving as the primary care provider for the new health center aligns well with her organization's plan for growth.

"Our model has evolved over the years, but we have a strong history and have served our mission consistently for 50 years," Englerth says.



SCCAP volunteers help alleviate food insecurity in Adams and Franklin counties.

That mission includes "collaborating with others to improve access and break down the barriers of affordability, language and culture; and advocating for our patients and the medically underserved."

## Ensuring shelter for homeless Gettysburg families

Thanks to the partnership between WellSpan and the South Central Community Action Programs (SCCAP), homeless families in Gettysburg will have a place to stay day or night.

Changes in government funding threatened closure of SCCAP's homeless shelter, a family-only shelter that can serve up to eight families at any time, usually for 30 to 90 days, so they are able to stabilize and find affordable housing. More than half of those staying at the shelter are children.

Before WellSpan Gettysburg Hospital stepped in with a \$450,000 commitment that will ensure the continued operation of the shelter for the next three years, the shelter had been able to operate only in the evenings. As a result, families were on their own and on the street during daytime hours.

"This amazing support will also help us better address food insecurity, another social determinant of health," says Megan Shreve, CEO of SCCAP.

WellSpan Gettysburg also works with SCCAP on addressing food insecurity. Each year the Gleaning Project, part of SCCAP, provides nearly 300,000 pounds of fruit and vegetables from local farms in Adams and Franklin counties to senior centers, homeless shelters and other locations. It not only keeps food from going to waste, but it also delivers a health benefit to recipients.

In addition to these efforts, WellSpan distributed more than \$1.2 million aimed at supporting the health, safety and quality of life across central Pennsylvania.

## Support for public safety in northern Lancaster and Franklin counties

WellSpan Ephrata Community Hospital and the Ephrata Police Department have been longtime partners in providing public health and safety services in the community. The department routinely works with WellSpan on medical emergency calls, transports patients seeking mental health assistance to the hospital Emergency Department and works with hospital security to provide a safe environment for patient care. Most recently, WellSpan donated \$32,000 to fund a drone for the police department.

According to Sgt. Matt Randolph, the Ephrata Police Department uses drones to photograph crime and crash scenes for mapping and documentation and to provide intelligence on high-risk calls, such as serving warrants.

"Drones are useful because they allow us to put a camera in a place where it gives a perspective we would not otherwise have," Sgt. Randolph says. "They provide a view that is not obstructed by things on the ground or terrain."

"Drones have helped police better understand how serious vehicle crashes occurred, track officers on serious calls and help us search for fugitives and missing people from the air," he adds.

The WellSpan-Ephrata Police Department relationship also involves preparing for the possibility of future public emergencies, including working together to conduct an active-shooter drill hosted by the hospital that included police, fire, EMS and hospital personnel.

"We are grateful to WellSpan for helping to support our mission to provide a high level of service to the community," Sgt. Randolph says.

In Franklin County, WellSpan Summit Health has committed a total of \$200,000 over the next five years to help fund the Waynesboro Fire Department's new ladder truck.

The \$905,000 truck ensures that firefighters can reach the upper floors of buildings quickly and easily, thus increasing the possibility of safe rescues.

"We are extremely grateful for the kindness and support that Summit Health has shown to us," Waynesboro Fire Department Treasurer Bryan Stevenson says. "We owe a lot to everyone involved, and this wouldn't be possible without Summit Health's dedication to helping with public safety."

Jeff Carty was instrumental in securing funding for the new fire truck. Carty was vice president of finance for WellSpan Summit when he passed away unexpectedly in spring 2019. The truck was dedicated in his memory in May and bears a seal recognizing his "care and dedication to the community."



Waynesboro Fire Department members and WellSpan Summit staff at the dedication of a new fire truck that WellSpan helped the department obtain.



## Behavioral Health

WellSpan 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 positively impacted our local communities in the following ways in 2019:

| INITIATIVES SUPPORTED                     | PROGRESS IN 2019   |
|---|--|
| Mental Health First Aid                   | Offered 63 training sessions and equipped 1,078 community members with skills needed to recognize and respond to signs of mental illness and those in crisis.                  |
| Question, Persuade and Refer. (QPR)       | Trained 506 community members on the warning signs of suicidal crisis as well as how to respond and seek help.   |
| Parent Training for Family-based Services | Reached more than 300 parents across the region with workshops to help create a healthy relationship with their children and deal with challenging behavior in a positive way. |
| Therapeutic Crisis Intervention           | Educated more than 1,100 WellSpan health care providers on crisis intervention.  |

## Opioid and Prescription Drug Use

| INITIATIVES SUPPORTED  | PROGRESS IN 2019  |
|--|---|
| Medication Assisted Treatment (MAT)                                    | Admitted 476 patients into the program, which combines the use of medications and behavioral therapy to treat people with substance use disorders.        |
| South Central PA Opioid Awareness Coalition                            | Participated in the collaboration of health systems and health care professional organizations to address opioid addiction and the heroin crisis.         |
| Overdose Task Force and communications, prevention and data workgroups | Clinicians, community health staff members and leaders continue to address opioid overdose issues through community collaboration and prevention efforts. |
| York Opioid Collaborative  | Offered support and leadership to the community collaborative that welcomed a new executive director in May 2019.   |
| Project Lazarus  | Continued to support both Lancaster and York counties' overdose prevention programs.  |

## Nutrition and Food Insecurity

| INITIATIVES SUPPORTED                   | PROGRESS IN 2019   |
|---|--|
| Food Insecurity Community Collaboration | Maintained participation and leadership in each of the region's efforts to address food availability and insecurity.   |
| Garden Fresh Meals                      | WellSpan Good Samaritan Hospital partnered with the Youth Advocate Program to host a weekly produce and flower stand.  |
| Market Basket of the Month              | Provided healthy eating educational materials to local community partners, worksites and schools.  |
| Market Bucks                            | Provided fruit and vegetable vouchers to 239 WellSpan patients with food insecurity challenges, which contributed \$27,989 to local farmers and growers.   |
| WellSpan at Mondays Market              | Partnered to provide a convenient location for those using Farmers Market Nutrition Program and WIC vouchers, reaching more than 500 community members while also promoting themed weeks such as Latino Day, Community Day and Senior Day. |
| Eat Well Play Hard                      | Provided an evidence-based nutrition education opportunity for Head Start children in Franklin County.   |

## Sponsorships

In addition to the many examples of WellSpan's commitment to its communities that are outlined in this report, the health system distributed more than \$520,000 in sponsorships aimed at supporting health, safety and quality of life across central Pennsylvania.



Leading together for

# 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.



*Pictured at top: Breaking Blue, a collaborative community effort addressing mental health. Above: Healthy Adams County encourages exercise and nutritious snacks.*



# BEHAVIORAL HEALTH: REMOVING THE STIGMA

Free community courses help promote understanding of mental health and suicide



John Noullet leads a Mental Health First Aid class in the community.

According to the National Institute of Mental Health, an estimated 46.6 million U.S. adults aged 18 or older – 18.9 percent – suffered from a mental illness in 2017. Still, misperceptions about mental illness remain.

“There is still a stigma attached to it,” says Jayne Miller, community mental health education coordinator at WellSpan Philhaven. “People are not as open to understanding it as they are about physical health, even though the brain is an organ.

“If you saw a spot on your face, you’d get that looked at. We don’t do that with the brain. But if you don’t get it looked at, it doesn’t get better.”

To help dispel the myths and misperceptions about mental illness and to provide people in central Pennsylvania with the information and resources to identify it, WellSpan Philhaven offers a daylong course called Mental Health First Aid.

According to the National Institute of Mental Health, an estimated 46.6 million U.S. adults aged 18 or older – 18.9 percent – suffered from a mental illness in 2017.

Since the first class was offered in 2014, Mental Health First Aid has grown from reaching about 150 people in its initial years to 1,078 participants in 2019. It is offered at the WellSpan Philhaven campus in Mount Gretna as well as onsite at businesses, churches, prisons, schools and colleges, law enforcement agencies and health care organizations. The program expansion can be credited in part to a grant from the U.S. Substance Abuse and Mental Health Services Administration that helped to fund it.

The goal of the program, Miller says, is simple: “To help community members recognize when something may be a mental health issue and to teach people to respond without judgment.

“No matter where I’m teaching the course – from corporations to shelters, churches, prisons, law enforcement, nurses, elder care, schools and colleges – it’s exciting to see a lightbulb go off in people. I’ll often hear, ‘I probably struggled with mental health and didn’t know I was depressed,’”

Beyond identifying and understanding mental health issues, Mental Health First Aid provides information on getting help and finding resources for themselves and others.

QPR – which stands for “Question, Persuade and Refer” – is a WellSpan Philhaven course that teaches participants about suicide and suicide prevention. Attendees learn how to recognize the signs that someone may be contemplating suicide and how to get help for someone in crisis.

Like Mental Health First Aid, QPR is a free course taught at WellSpan Philhaven and is also available for onsite training. In 2018, more than 1,000 people participated in QPR training.

# A HUB FOR HELP

## Northern Lancaster County groups offer easy access to social services

Accessing city-based social service agencies may be difficult or impossible for residents in northern Lancaster County who don't have a car or money for transportation. But now there's help from the Northern Lancaster Hub.

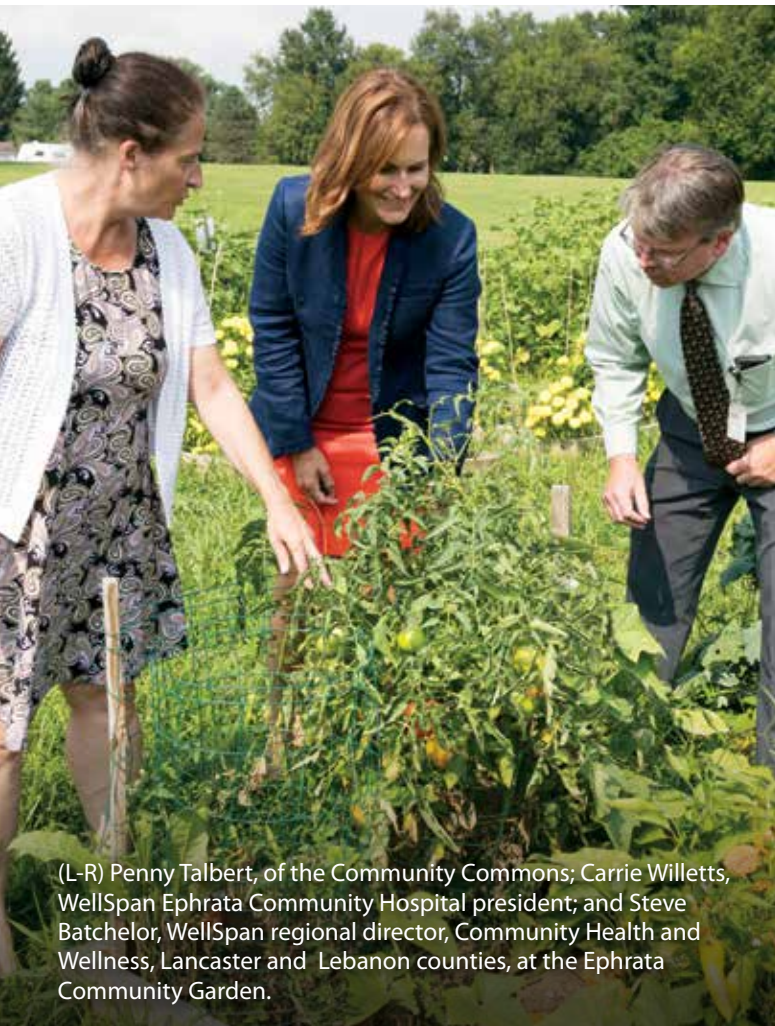
The Northern Lancaster Hub offers access to health and social services for local residents in its two locations at the Ephrata Public Library's Community Commons and REAL Life Community Services' Declaration House in Denver.

The Hub originally began as two separate initiatives by the Ephrata Public Library and REAL Life. That's when WellSpan stepped in to recommend a collaborative venture.

"From WellSpan's perspective, we felt it would be stronger if they worked together," says Steve Batchelor, WellSpan regional director of community health and wellness, who helped to bring the two organizations together. "We just helped them to make some connections. Overall, this will make us a healthier community."



Declaration House



(L-R) Penny Talbert, of the Community Commons; Carrie Willetts, WellSpan Ephrata Community Hospital president; and Steve Batchelor, WellSpan regional director, Community Health and Wellness, Lancaster and Lebanon counties, at the Ephrata Community Garden.

The Hub now has more than 20 partner organizations planning and developing services to improve the lives of individuals residing in the community. In fact, some of the Lancaster city-based organizations now use shared office space within the Hub, which makes them more accessible to northern Lancaster County residents.

Led by the Ephrata Public Library and REAL Life Community Services, and funded in part by the United Way of Lancaster County, the Hub includes Ephrata Area Social Services, Community Action Partnership of Lancaster, CareerLink of Lancaster, The Literacy Council of Lebanon-Lancaster, Welsh Mountain Medical Centers, WellSpan Health, WellSpan Philhaven, the Ephrata and Cocalico school districts and many others.

Located next to the Ephrata Public Library, the Community Commons is home to services such as the Women, Infants and Children (WIC) program, Community Action Partnership services, VITA tax preparation services and shared space for any of the partners to use to provide services or educational programs. The Welsh Mountain mobile dental van also visits the Commons.

The Denver House, built in 1850, was once the centerpiece of downtown Denver. Over the years it fell into a state of disrepair and became the most blighted property in the borough. REAL Life Community Services obtained the property, a low-interest loan and generous donations to carry out a major renovation to the property, which has been renamed "Declaration House."

Ten apartments provide families with affordable housing. On the first floor, Welsh Mountain Health Centers offers medical and dental services to area residents. In addition, there is a social work office on the first floor, and retail space in the front of the building will provide rental income to offset costs. Due to a lack of public transportation, Ephrata Area Social Services provides free bus transportation between the Community Commons and the Declaration House.





## PARTNERING TO LEVERAGE THE POWER OF DATA

WellSpan and Keystone Health collaborate to understand and address the needs of Franklin County residents

The Ephrata Community Garden is located down the road from the library. Hub partners and volunteers cultivated a larger-than-expected first-year harvest, which was donated to Ephrata-area social services to help address food insecurity in the community.

Penny Talbert, executive director of the Ephrata Public Library and The Community Commons, points out that the garden extends beyond growing food; it serves as an educational opportunity for the school and the library as well. At the library it is incorporated into story time for young children. Older kids are challenged to figure out how they can manage a weekly food bank allocation to feed a family of four. Penn State master gardeners and WellSpan Health dieticians also contribute to the collaborative effort with education about growing and preparing farm-to-table foods.

WellSpan Health has supported the Northern Lancaster Hub with Community Partnership Grants to the Community Commons, Declaration House and the food bank at Ephrata Area Social Services. Talbert points out that WellSpan's involvement goes beyond financial support.

"WellSpan is a regular part of our day, either as a reference or a resource for us," she says.

As a partner, WellSpan has offered guidance, staff training and community programming that includes nutrition, behavioral health and general health issues.

"It's a risky project to take on new things you've never done before," Talbert says. "I wouldn't have taken on this project if WellSpan weren't part of it, if I didn't know they'd be there with me at the finish line."

Various researchers have concluded that health care and genetics account for 40-55 percent of a person's long-term health; health behaviors, social and economic factors and physical environmental factors shape the rest, says Joanne Cochran, president and CEO of Keystone Health, a federally-qualified community health center (FQHC) that serves Franklin County.

In Franklin County, health needs assessments conducted by both WellSpan Health (formerly Summit Health) and Keystone identified lack of primary care physicians, dentists, adult and child psychiatrists and other mental health providers among critical needs in Franklin County. Concurrent findings identified an increase in poverty and decrease in educational achievement in the county.

To address these needs, Keystone Health established a community health center that treats one in three residents of the county, more than 52,000 patients a year.

Cochran says that "although most physicians today recognize the importance of the patient's community and social conditions, many report that they are not confident in their capacity to address their patient's social needs, and they believe this impedes their ability to provide quality care."

To help providers in traditional medical practices better understand the history and needs of patients in underserved populations, WellSpan and Keystone will begin sharing medical records via a single electronic health records platform in fall 2020.

"This one record shared by both organizations will provide a much safer, efficient and reliable environment for our health care community," Cochran says.



## DELIVERING PRENATAL CARE IN LEBANON COUNTY

Early and consistent care was Lebanon Family Health Services' goal in partnering with WellSpan

Thirty years ago, women in Lebanon County with medical assistance were severely limited when they needed prenatal care. Then, in 1990, Good Samaritan Hospital (now WellSpan Good Samaritan Hospital) and Lebanon Family Health Services (LFHS) established a program using doctors from the hospital's Family Medicine Residency program to provide prenatal care for its low-income clients.

"It's been a fabulous way to collaborate to meet the health care needs of our most vulnerable population," says Kim Kreider-Umble, president and CEO of LFHS. "It's worked especially well because of our shared values of meeting the needs of the community."

Every Tuesday, it's "prenatal day" at LFHS. A resident and attending physician visit the office, which is located in downtown

Lebanon, to provide exams and other needed care to pregnant clients. A WellSpan social worker is available onsite as well. The WellSpan team works with LFHS's certified nurse practitioner, RN and clinician assistant in coordinating prenatal care. In 2018, LFHS provided 150 pregnant women with prenatal care during 1,000 office visits.

Before the program was in place, Kreider-Umble adds, "women would just show up in the emergency room to deliver without ever having seen a doctor."

"Without Good Samaritan, our prenatal program could not have come to fruition," she says. "It truly fills an important, previously unmet need in our county."





# CARING FOR THE WHOLE PERSON

## Community collaborations support the journey of recovery

WellSpan physician Matt Howie, MD, is passionate about public health. So when the former medical director for the City of York Bureau of Health retired, Dr. Howie was a natural for the position. WellSpan Health donates the medical director's salary and time to the city.

Previously, Dr. Howie served as medical director of the WellSpan York Hospital Community Health Center, which provides pediatric care, women's health and adult primary care and specializes in community programs, such as tobacco education, HIV/AIDS care and financial counseling.

A large part of Dr. Howie's work for York focuses on the opioid crisis, including serving on the York Opioid Collaborative, which receives funding from WellSpan's Community Partnership Grant Program. Dr. Howie served as executive director of the collaborative, in addition to his role with the city health bureau, until January 2019.

The collaborative is a partnership of community, medical and government agencies dedicated to reducing the abuse of opioids in York-area communities.

"It's a difficult and confusing system for families and addicts," Dr. Howie says.

Although the road ahead is long, the pieces are slowly coming together.

"Historically we've addressed addiction with a punitive approach," Dr. Howie says, "but a lot of people at the table are trying to get those people into treatment instead of jail."

## Ongoing support for addiction recovery

Addiction recovery has no fixed timeframe. "It has to be managed on a lifetime basis, like diabetes," says Hilda Shirk, MSW, recently retired president and CEO of Lancaster Health Center. "Patients need ongoing support to maintain sobriety."

Lancaster Health Center has provided medical and dental care to county residents, regardless of their financial circumstances, since 1972 and now delivers a full range of health services to more than 21,000 patients from five locations.

In 2017, when WellSpan Philhaven received a grant from the Pennsylvania Department of Health to provide medication-assisted treatment (MAT) for opioid addiction, Lancaster Health



Dr. Matt Howie speaks at a news conference regarding York County's efforts to combat the opioid crisis. Photo courtesy of York Daily Record.

Center was among the community health centers that referred patients for the program.

Two years later, a grant from the Substance Abuse and Mental Health Services Administration (SAMHSA), part of the U.S. Department of Health and Human Services, helped expand services to support patients' ongoing recovery. The RASE Project, an advocacy and support organization for those battling addiction, provides referrals and case management, while Lancaster Health Center provides medical services and MAT, and WellSpan Philhaven oversees the behavioral health component.

"It gives us the opportunity to address with patients how to successfully live in recovery," Shirk says. "We can wrap services in a more comprehensive way. . . . Patients receive better-coordinated, broader care."

As a result of its collaboration with WellSpan Philhaven, Lancaster Health Center sees about 100 MAT patients a month; typically 20 percent are new patients.

# Lifelong Health

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, WellSpan's Community Health Needs Assessment (CHNA) helped identify multiple community health priorities and define various community engagement opportunities, many of which are detailed below.

## Adult Overweight/Obesity

Nearly 70 percent of adults in central Pennsylvania are overweight or obese (BMI>25), often as a result of unhealthy eating and physical inactivity habits. WellSpan offered the following resources in 2019:

| INITIATIVES SUPPORTED                                  | PROGRESS IN 2019  |
|--|---|
| 10-Pound Throwdown – a community weight loss challenge | Engaged 6,400 individuals in losing more than 18,000 pounds.  |
| A Healthy You  | Engaged nearly 100 community members in an eight-week educational series on healthy living.   |
| Cooking and Conversation                               | Engaged 17 community members on reducing the risk of colorectal cancer.   |
| Eat Well Play Hard                                     | Provided evidence-based education for 17 Head Start children.   |
| Get Fit Now  | Promoted healthy lifestyle changes to 73 participants through supportive group sessions, the use of FitBit technology and strategies to help participants improve their health. |
| Get Fit With Friends                                   | Provided a five-session healthy lifestyle program for 19 older adults.  |
| Get Outdoors (GO) Program                              | Using the hobby letterboxing, 14,559 community members engaged in an outdoor physical activity program that aligned with local libraries' Summer Reading Program.               |

## 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 examples, WellSpan seeks to reduce the impact of chronic disease in its communities.

| INITIATIVES SUPPORTED   | PROGRESS IN 2019  |
|---|---|
| Asthma Camp   | Offered a camp in Franklin County for children with asthma. Participants learned about triggers and breathing strategies to aid in the management of their condition. |
| Autism Awareness Fair   | Provided an educational opportunity for 533 Franklin County community members.  |
| Ephrata Prediabetes and Diabetes Prevention Program                 | Engaged 36 individuals with prediabetes in a four-hour, low-cost educational program on lifestyle behaviors and prevention.   |
| National Diabetes Prevention Program (PreventT2) in Franklin County | Received full recognition from the Centers for Disease Control & Prevention (CDC) in September 2018.  |
| Recipe for a Healthy Heart  | Provided nutrition, weight and healthy heart messages to 74 Franklin County community members.  |
| Tobacco Programming   | Educated more than 1,200 individuals on tobacco use prevention and cessation.   |



# Community Engagement & Education

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 illness and injuries. In addition, 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 in 2019 include:

| INITIATIVES WE SUPPORT                           | ISSUES THEY ADDRESS   | OUR PROGRESS IN 2019  |
|--|---|---|
| Block Party at the Towers                        | Nutrition-focused programming that engages participants in food preparation and diabetes prevention.                          | Coordinated a Nutrition Block Party in a senior living apartment complex that engaged 15 residents.   |
| Cribs for Kids                                   | Distribution of safe sleep environments for infants to families in need.  | Provided a safe sleep space to more than 200 infants, along with safe sleep education.  |
| Get Smart About Antibiotics Campaign             | Educational campaign to emphasize handwashing and health messages.  | Offered a Franklin County-wide educational campaign for 1,356 second and fifth graders from 61 classrooms.  |
| Reach Out and Read                               | Fosters literacy and early childhood education by providing books for young children to take home from medical practices.     | Provided books to nearly 10,000 children.   |
| Read, Play, Sing Child Abuse Prevention Campaign | Healthy parenting education to emphasize the importance of child development.   | Engaged more than 400 children and their families in educational programming.   |
| Safe Kids York County                            | Educate community, including caregivers, educators, first responders and children, on unintended childhood injury prevention. | WellSpan continues to serve as the lead agency for Safe Kids York County, which educated more than 1,500 community members on bike, home, pedestrian and sports safety. |
| Super Health Heroes                              | Youth social-emotional health, bullying prevention and awareness.   | Reached 1,205 third-grade students at 22 schools.   |
| Get Fit Now                                      | Five-week healthy lifestyle program focused on reaching personal health goals.  | Engaged 73 adults across Franklin County.   |
| A Stronger You                                   | Collaborative effort with the Lebanon YMCA and Lebanon Valley College.  | Benefited community members and provided LVC health professions students with practical learning opportunities.   |
| Crispus Attucks Family Engagement                | Physical activity, tobacco prevention and healthy eating.   | Reached more than 200 children and families.  |
| Outdoor Summer Safety Campaign                   | Outdoor summer safety, physical activity.   | Educated more than 1,500 community members on topics such as sun safety and Lyme disease.   |
| Matter of Balance                                | Program to reduce fall risk for older adults by emphasizing messages of balance and safety.                                   | More than 250 older adults participated.  |

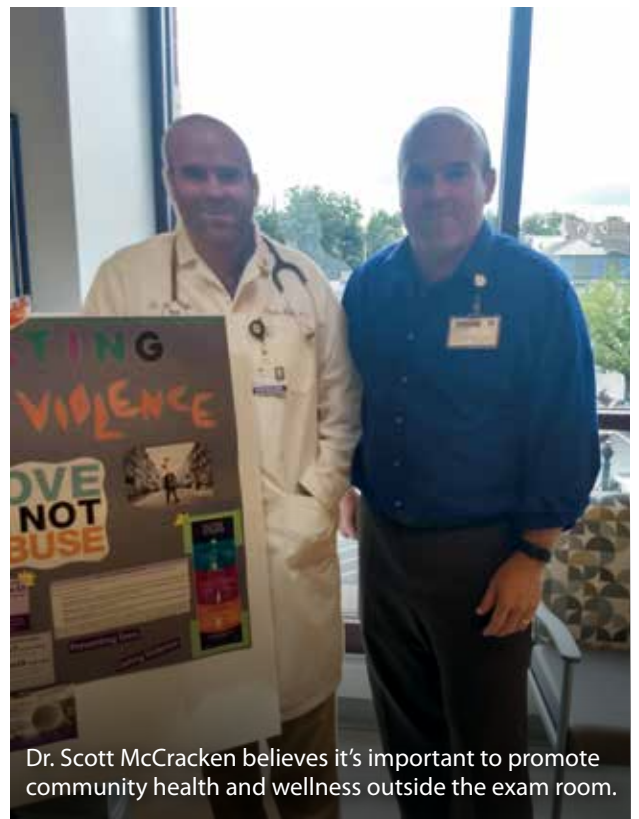


# LEARNING

## 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 in pursuing exciting advances in medicine, right here in central Pennsylvania.

As 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 to ensure an adequate supply of skilled clinicians for the future.



Dr. Scott McCracken believes it's important to promote community health and wellness outside the exam room.



# CREATING A CONNECTION

## Residency programs help train the next generation of caregivers for our communities

Dr. Scott McCracken's first career choice wasn't medicine. After graduating from college with degrees in physics and chemistry, he worked as an electrical engineer. But while considering a doctoral program in engineering, he determined he wanted to be a primary care physician.

"By the time I went to med school, I had a vision of what I wanted to do," Dr. McCracken says. "I knew I wanted to do something socially connected."

He graduated from Drexel University College of Medicine and completed graduate school at Easton Hospital. For his residency, he says he wanted to work with a community health center and was impressed by the WellSpan Community Health Center's "care for all" model.

**"Based on what I'd observed during my interview and from what I'd heard, WellSpan had a strong ethic of commitment to community," Dr. McCracken says. "Many WellSpan executives have direct personal experience in community health, and the residency program and faculty are tied to community health."**

Because of WellSpan's commitment to community, students in the WellSpan York Hospital residency program are encouraged to work outside the exam room. Dr. McCracken has participated with programs that brought anti-smoking education to schools and a mobile health unit to low-income housing communities. He also collaborates with the RASE Project on addiction recovery, with the Ryan White HIV/AIDS Program and with efforts to provide the homeless population and transgender community with health care.

During his residency Dr. McCracken also received the American Academy of Family Physicians/Bristol Myers Squibb Award for Excellence in Graduate Medical Education, which is awarded to the top 20 family medicine residents in the country who demonstrate excellence in leadership, patient care and service. He has now been with the WellSpan Community Health Center for seven years and credits his WellSpan York Hospital residency for instilling his strong commitment to the York community.

"At WellSpan, we produce not just physicians, but physicians who stay and practice locally," he says. "That's important in providing care in the communities we serve."

# SPIRITUAL LEADERS

## Preparing students to support the spiritual needs of patients and communities

WellSpan has long been committed to addressing the spiritual needs of patients while they are undergoing treatment. Its Clinical Pastoral Education (CPE) program prepares individuals to serve these patients, offering theological and professional education for ministry, and integrates personal history, theology, the behavioral sciences and spiritual development with pastoral skills.

Students in the program work with patients, families and staff in areas that include behavioral health, cardiovascular, medicine, neuroscience, oncology, surgery and women and children. The program includes one-year residencies, internships and extended (six-month) CPE units at WellSpan's hospitals in Gettysburg and York. Outside of the hospitals, residents and interns work with retirement communities, outpatient surgical centers and other groups in need of spiritual care services.

The Rev. Peter Kuhn, director of spiritual care and education for WellSpan, says the program takes a multifaceted approach to spiritual care.

Part of the program is self-reflective, focused on helping students find more clarity in their role as spiritual leaders. They also develop skills for working with patients in behavioral health, end-of-life and acute situations, such as those involving violence or accidents.

"We have residents working with groups that serve vulnerable populations," Pastor Kuhn notes. "Often they are in need of resources and need help with care coordination."

WellSpan Spiritual Care and Education also offers training for community leaders of all faiths, including those from a humanist background. The additional training "deepens the skills of community faith leaders and the active members of their faith communities," Pastor Kuhn says.

# GROWING CAREERS

## Professional development helps attract and retain top nurses

The nature of the nursing profession is changing, and the professional development and support offered to WellSpan Health nurses is changing too, says Kris O'Shea, MS, RN, NEA-BC, vice president and chief nurse executive for WellSpan Health. Ultimately these changes are designed to attract and retain top nurses at WellSpan Health to deliver the best possible care available.

"We want to help people grow careers here," O'Shea says. "If someone wants to be an ICU nurse, they should be able to do that at WellSpan."

"We're trying to knock down barriers," she adds. "Our managers want to keep people."

Among new or re-engineered programs to help WellSpan meet its goals in attracting and retaining top nurses are:

- Draft Day, similar in concept to a pro sports draft; the program is designed to allow nurses to change specialties more easily.
- Medical Group Boot Camp helps new nurses understand the "why" behind what they do.
- Leadership Academy participants attend monthly workshops that challenge them to become more creative.
- The Nurse-Manager Residency is a three-month mentored experience designed to help nurses participate in the work of a nurse-manager before committing to a career change.

"Everybody is so busy in their own worlds that the value of these experiences is to give the nurses a look at other areas," O'Shea says.



For more information on nursing careers at WellSpan, visit: [JoinWellSpan.org/nurses](https://www.joinwellspan.org/nurses)



Greg Boyer (center), a fourth-year medical student at Liberty University

## FULFILLING A LIFELONG DREAM

### A Summit Endowment scholarship helped Greg Boyer move closer to becoming a doctor

Greg Boyer's kindergarten class picture includes the note that he wanted to be a doctor when he grew up. It's a dream he never abandoned.

Boyer has been able to fulfill his dream thanks in part to the Greencastle-Antrim Endowment, part of the Summit Endowment, which provides scholarships to Greencastle-Antrim High School students pursuing a health care career.


The Summit Health (now WellSpan Health) scholarship helped fund Boyer's undergraduate tuition at Liberty University in Lynchburg, Va., from which he graduated magna cum laude with a degree in biomedical sciences and a minor in psychology. He is currently a fourth-year medical student at Liberty University College of Osteopathic Medicine, scheduled to graduate in May 2020, with plans to begin a residency in emergency medicine in July. Ultimately, he said, "I would love to return to my hometown after my residency training and begin to give back to my community."

"Not only did the scholarship give me freedom from some of the financial stressors of college and allow me to focus on my studies, but it was a continual reminder of the support that my community had for me and for my future as a physician," Boyer says. "They believed in me and in my dream to become a doctor. Their financial investment in that dream has been a daily encouragement to become the best physician I can in order to give back to the community that raised me."





## Examples of WellSpan’s commitment to education and research in 2019:

| INITIATIVES WE SUPPORT                               | OUR PROGRESS IN 2019    |
|--|---|
| Clinical and Non-clinical Research                   | Remained committed to the latest technology and research in health care by contributing more than \$1 million to research in oncology, orthopedics, pulmonary and neuroscience. |
| Community Health Needs Assessment                    | Utilized lessons learned in the 2018 needs assessments regionally to develop Community Health Improvement Plans.  |
| Forensic Examiner Pediatric Case Review              | Reviewed 910 pediatric sexual assault cases to identify opportunities for prevention and education.   |
| Forensic Examiner Team Community Education           | Provided town hall community education opportunities that reached 120 community members.  |
| Greencastle-Antrim Endowment Scholarships            | Awarded more than \$28,000 in scholarships to graduating seniors at Greencastle-Antrim Senior High School who are pursuing a career in health care.                             |
| Healthy York County Coalition Life Expectancy Report | Developed a comprehensive understanding of the region’s life expectancy, including disparities by ZIP code or location.   |
| Project Search                                       | Provided job training and education to 35 local students with disabilities.   |
| School Nurse In-Service Training                     | Equipped Franklin County school counselors with additional tools to understand students’ mental health and anger management.  |
| Sepsis Education at Skilled Nursing Facilities       | Educated more than 500 health care professionals, caregivers and patients on the prevention and treatment of sepsis.  |



Jeané and Lyle Hershey and their children, Annika, age 13 and Marshall, age 16

# PHILANTHROPY

## 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 2019.



Ron Smith



# PAYING IT FORWARD

## Brownstown couple shows gratitude for support from WellSpan Philhaven

As parents of two children with autism spectrum disorders, Lyle and Jeané Hershey understand the importance of resources to improve their children's chances for success and of having a community of support to depend on. WellSpan Philhaven's Center for Autism and Developmental Disabilities (CADD) provided them with both.

"When you have an autistic child, you need to learn parenting styles and techniques that boost your child's abilities and give them coping and life skills," Lyle Hershey says. "We are so thankful for the help we've received at WellSpan Philhaven."

"CADD formed a supportive relationship with our whole family and was vital in helping us all learn skills and practices to address the challenges Marshall and Annika were facing," Jeané Hershey says.

The family has been in therapy at CADD for about seven years. CADD helped the family address the social, emotional and behavioral issues of individuals with disabilities.

Grateful for the support they have received, the Brownstown couple has made financial contributions to WellSpan Philhaven so that others can access the vital help it offers families.

# FOOD OR MEDICATION?

## Adams County Prescription for Caring program helps residents afford both

Ron Smith, age 82, lives on a limited income. He also has health conditions that require costly prescription medications, including one for a blood clot that is \$640 a month. His choice: pay for the medication that he needed to live or pay for groceries and other daily essentials.

Fortunately for Smith, the Prescription for Caring Program has helped lighten his burden. To qualify, individuals must meet eligibility requirements, based on specific financial criteria. Financial counselors are available to assist patients in enrolling in any insurance for which they may qualify.

"If it wasn't for this program, I would not have been able to afford the medication. It's truly been life-saving," Smith says.



Tammy Wolfe

# 'IT TOUCHED MY HEART'

## Cancer Patients Help Fund helps alleviate cancer's financial burden

Tammy Wolfe's cancer took a toll on more than her body. Like many cancer patients, she was unable to keep her normal pace while undergoing treatment. As a result, she cut her hours at work and money quickly got tight.

Thankfully, a social worker at the WellSpan Ephrata Cancer Center connected her with the Cancer Patients Help Fund.

"The Cancer Patients Help Fund has been a huge help to me," Wolfe says. "They paid my propane bill and gave me a grocery gift card. When you live paycheck to paycheck, this kind of support is amazing. It touched my heart so much it made me cry.

"I'm overwhelmed at the support I am getting as I go through this journey," she adds. "My kids tell me that I was always doing for others, so of course others are there for me now."



Fred and Judith Horowitz

## INSPIRED

### Quality of care prompts Foundation gift

Judith Horowitz and her husband, Fred, were in western North Carolina visiting their daughter when she noticed something wasn't quite right with her heart defibrillator, an implantable medical device that helps to ensure her heart's rhythm stays on track.

The Cornwall couple made the decision to drive 12 hours back home to receive care at WellSpan Good Samaritan Hospital.

"Rather than going to a hospital in North Carolina or other sites on our way home, we decided to drive the 12 hours to Lebanon so that doctors familiar with Judy's care could determine the cause of the warning," Fred Horowitz says.

Judith Horowitz's cardiologist determined she needed a new defibrillator.

While Judith was hospitalized, she and her husband appreciated not only the expertise of her cardiologist, but also the kind, personalized care from every member of the staff. That experience inspired the Horowitzes to give to the Good Samaritan Hospital Foundation to help more patients receive the care they need, close to home.

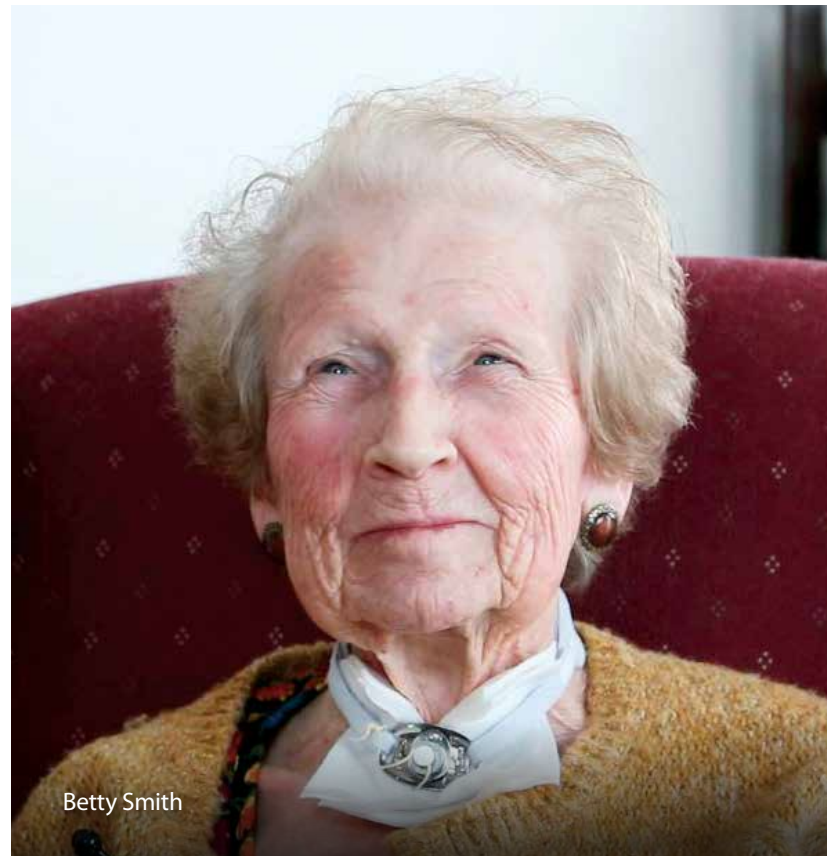
## THE CARE SHE NEEDS, RIGHT AT HOME

### WellSpan VNA helps Shrewsbury woman with cancer care

"The nurses that come to my home are all just terrific. They make me feel really special," Betty Smith, 87, of Shrewsbury says of the WellSpan VNA Home Care nurses who visit her every weekday.

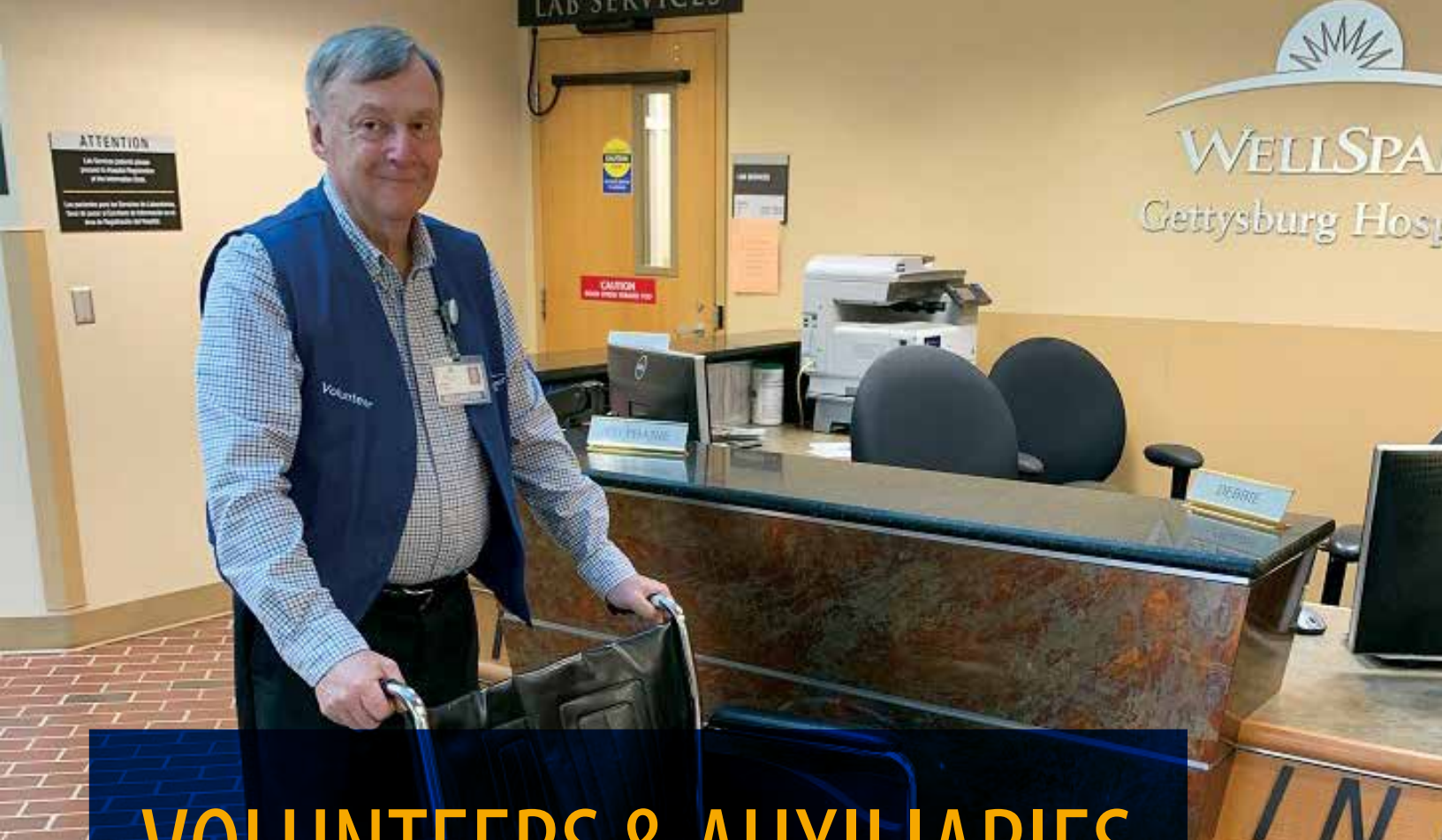
Smith, who is battling cancer, has a breathing tube in her windpipe that requires daily care. The services of WellSpan VNA Home Care allow her to receive the care she needs in the comfort of her home.

"They are the most wonderful people. Everyone is so nice to me and they take great care of me. They saved my life," Smith says.



Betty Smith





# VOLUNTEERS & AUXILIARIES

## Volunteers make an invaluable difference for patients at every WellSpan location

Navigating the hospital can create additional anxiety for patients and their families. The **WellSpan Gettysburg Hospital Guest Services Department** has customer service liaison volunteers who assist staff with welcoming, escorting and transporting patients and visitors throughout the hospital. Volunteers escort patients arriving for outpatient procedures directly to the room and help family members find and get comfortable in the waiting area. In 2019, these volunteers assisted with 3,989 outpatient surgery check-ins, conducted 11,518 escorts throughout the hospital and delivered 357 flowers and 440 e-greetings.

Studies have shown that pet therapy helps reduce blood pressure and anxiety and increases feelings of joy and elation, which all aid in the healing process. In **Lancaster County**, 2019 was the first year that patients enjoyed visits from the furry ambassadors. WellSpan Health partners with K-Pets to certify the dogs in the program. Upon certification, WellSpan's Pet Therapy Champions provide onsite training and orientation at the WellSpan locations to ensure a good experience for patients and staff.

In 1998, **WellSpan York Hospital** launched its "cuddlers" program after a volunteer voiced concern about NICU babies whose parents couldn't always be there. Today, there are 90 volunteers who provide cuddles daily. It's one of the most popular and coveted volunteer assignments, and there is always a waiting list. Over the years, volunteers have been invited to the weddings of the babies they've cuddled – a testament to the impact they have on the lives of the babies.

When coping with illness, death or another tragedy, people often seek religious counsel. At **WellSpan Good Samaritan Hospital**, a highly dedicated team of volunteer associate chaplains provide spiritual care to patients, their families and hospital staff. Several of the 10 English-speaking and five Spanish-speaking chaplains have served more than a decade. Each portrays deep compassion for patients, family and staff along with a dedication to serving people in their time of need.

*Pictured above: Richard Taylor is a Guest Services customer liaison volunteer at WellSpan Gettysburg Hospital.*

# AUXILIARY SUPPORT

Auxiliary efforts that supported WellSpan and its hospitals throughout the year include:

## York Hospital Auxiliary

The York Hospital Auxiliary completed the following activities in 2019:

- Completed its **\$1 million pledge** for the WellSpan York Hospital Emergency Department to create a **Behavioral Health Unit**.
- Pledged **\$500,000 to support the new WellSpan York Cancer Center** on the Apple Hill Health Campus.
- Raised more than **\$52,000 to support the grants program** at the 60th annual Book Nook Bonanza event.
- Provided more than **\$22,704** to support several WellSpan Health **patient programs in York County**, including WellSpan York Hospital Patient Clothing Closet, WellSpan Surgery and Rehabilitation Hospital Smart Home Technology and Think First Injury Program, WellSpan Neurosciences Parkinson's Class and WellSpan Outpatient Rehab's interactive metronome.
- Awarded **\$3,000 to three teen volunteers** as part of the 37th annual Geneva Freeman scholarships.
- Held the **37th annual Children's Wellness Day** event in collaboration with the Byrnes Health Education Center and educated over 1,380 third-graders on health and wellness.



## Chambersburg and Waynesboro Hospital Auxiliaries

The Chambersburg and Waynesboro Hospital Auxiliaries completed the following activities in 2019:

- The Chambersburg Area Hospital Auxiliary donated **\$98,756 for hospital equipment, renovations and a simulator car** for rehab patients.
- The Waynesboro Hospital Auxiliary gave **\$81,696 for hospital equipment and enhancements**.
- The two auxiliaries teamed up to hold their annual Hospital Auxiliaries **Golf Tournament**, which **raised \$54,500** for the hospitals.



## Gettysburg Hospital Auxiliary

The Gettysburg Hospital Auxiliary completed the following activities in 2019:

- Continued support of WellSpan Gettysburg Hospital's patient experience initiatives, including raising more than **\$30,000** through the annual **Gettysburg Hospital Auxiliary Ball**.
- Provided **\$40,000 to support renovations** of the WellSpan Gettysburg Hospital chapel.
- **Funded the purchase of various clinical equipment needs**, including a vein finder for imaging modalities and the use of nitrous oxide as a pain reduction option for women in labor.
- Supported WellSpan's efforts to promote healthy heart living to the community during **February's Heart Month** observation.
- Continued to support the hospital's mission through the **operation of the gift shop and the thrift shop** located in downtown Gettysburg.

## Good Samaritan Hospital Auxiliary

The Good Samaritan Hospital Auxiliary completed the following activities in 2019:

- The Festival of Themed Baskets **raised \$29,869** in July 2019 at the Lebanon Fair.
- The Winter Wonderland Fashion Show **raised \$18,266** in November 2018.
- In October 2018, the auxiliary **donated \$40,000** from previous fundraising efforts to the **WellSpan Sechler Family Cancer Center**, which completed the auxiliary's \$150,000 pledge to the center. The auxiliary counts fulfilling that pledge as one of its proudest accomplishments.
- The auxiliary **donated \$800** to the WellSpan Good Samaritan Hospital's **New Beginning Birth Suites** for baby onesies that read "This Side Up," to promote safe sleep, in December 2018.
- The auxiliary also **donated \$2,000** to the WellSpan Good Samaritan Hospital's **cardiac department** in 2018, for heart pillows that promote healing for cardiac patients.



# 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, Franklin, Lancaster, Lebanon and York counties.

Standing (L-R): William Funk, DMD, WellSpan Ephrata Community Hospital Board; Patrick McGannon, MD, WellSpan Specialty Services Board; William Dannehl, WellSpan York Hospital Board; Steve Hovis, WellSpan Health Board; Jeff Lobach, Esq., WellSpan York Health Foundation Board; Julie Ramsey, WellSpan Gettysburg Hospital Board; and John M. Porter Jr., WellSpan Health Executive Vice President & Chief Operating Officer

Seated (L-R): Hilda Shirk, WellSpan Philhaven Board; Roxanna Gapstur, PhD, RN, WellSpan Health President & Chief Executive Officer; and Angela Heiland, WellSpan Medical Group Board

Not pictured: Kevin McCullum, WellSpan Provider Network/WellSpan Population Health Services Board; Amir Tabatabai, WellSpan Provider Network/WellSpan Population Health Services Board; Pat Welch, WellSpan Good Samaritan Hospital Board

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# WELLSPAN HEALTH

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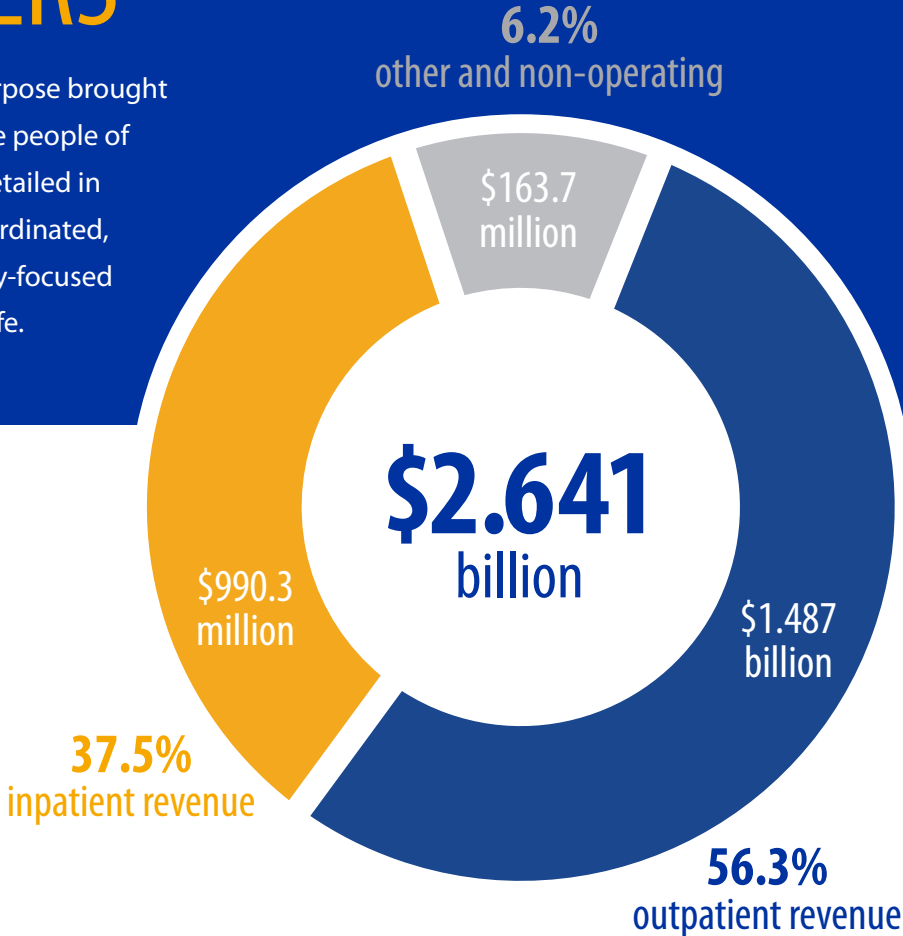


# WELLSPAN BY THE NUMBERS

In fiscal year 2019, WellSpan's charitable purpose brought **\$221.1 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.

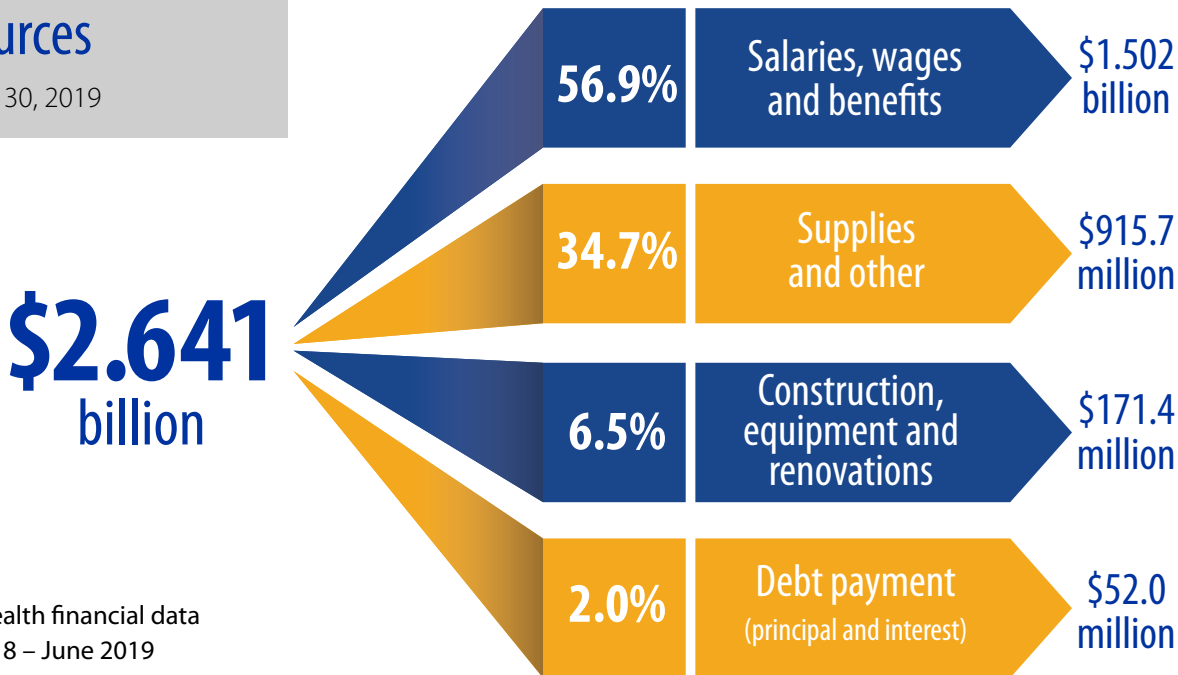
## Resources generated

July 1, 2018 – June 30, 2019



## Use of resources

July 1, 2018 – June 30, 2019



Includes Summit Health financial data from November 2018 – June 2019

# WELLSPAN BY THE NUMBERS

In 2019 WellSpan:

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

CARED FOR MORE THAN

# 72,636

as inpatients in our hospitals



TRAINED MORE THAN

# 875

medical residents and  
visiting medical students



RECEIVED MORE THAN

# 267,320

visits to our hospital emergency departments



PROVIDED MORE THAN

# 7,832,211

inpatient/outpatient lab tests



EDUCATED MORE THAN

# 1,200

individuals on tobacco use  
prevention and cessation



PROVIDED MORE THAN

# 147,175

home health patient visits





**HELPED OUR PATIENTS PURSUE  
THEIR GOAL OF BETTER HEALTH THROUGH**

**2,868,751**

visits to WellSpan primary and specialty  
care practices



**EMPLOYED MORE THAN**

**1,500**

primary care and specialty  
care physicians and advanced  
practice clinicians



**WELCOMED MORE THAN**

**6,914**

babies into our communities



**PROVIDED MORE THAN**

**921,665**

imaging studies



**VOLUNTEERED FOR AND  
SUPPORTED MORE THAN**

**175**

nonprofit community  
organizations



**SUPPORTED THE EFFORTS OF COMMUNITY  
NONPROFIT ORGANIZATIONS THROUGH MORE THAN**

**\$800,000**

in WellSpan Community Partnership Grants  
and Sponsorships



To learn more about how WellSpan Health  
and its partners serve our communities visit

[WELLSPAN.ORG/NEIGHBORS](https://www.wellspan.org/neighbors)

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