



# The impact of **your giving**

**2020**





# You are important to WellSpan Philhaven!

This past year, your generosity helped support:

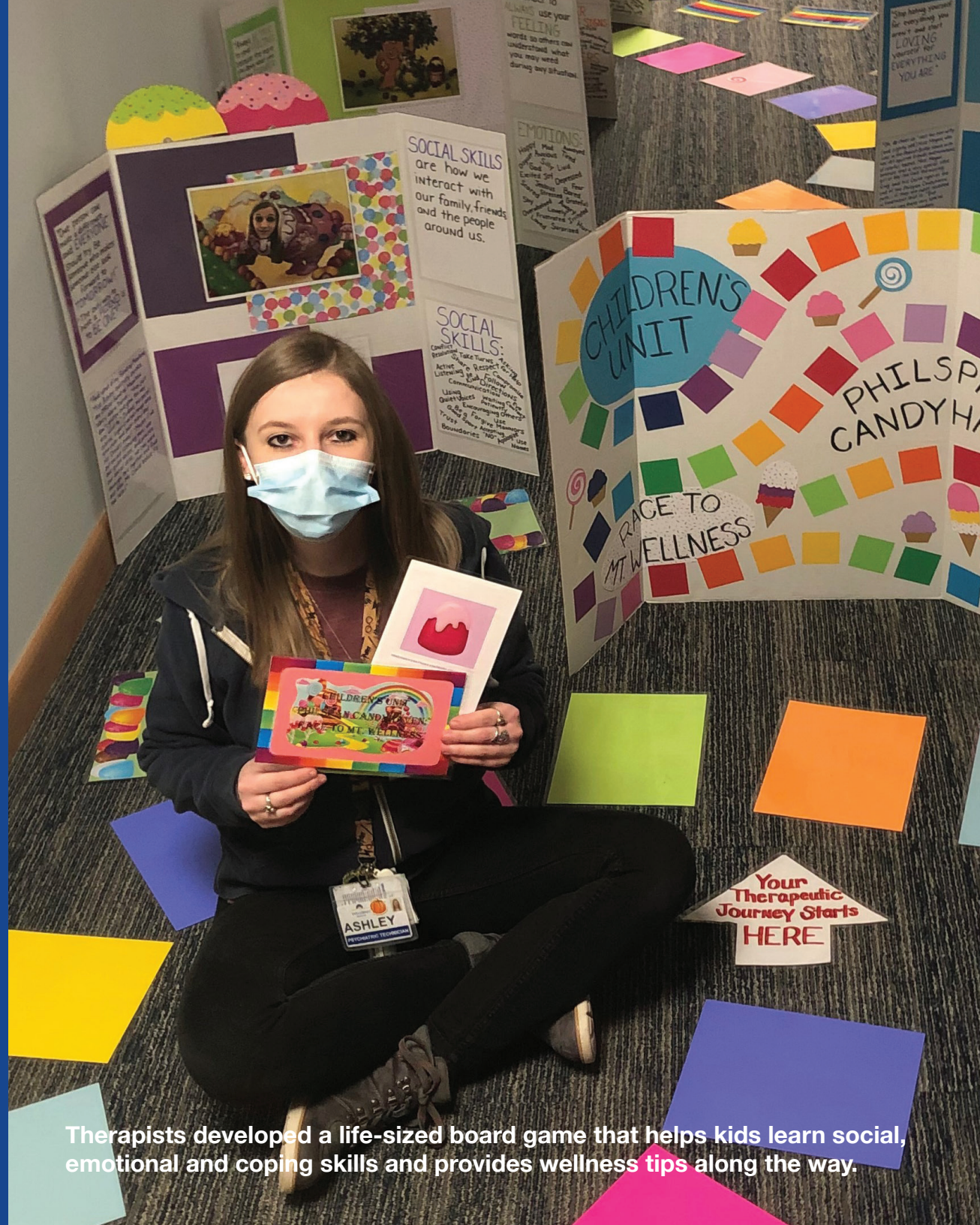
- Our community. Because of you, patients in financial distress were able to access the life-changing care they desperately needed.
- Innovation and education. Thanks to you, thousands of community members were trained on how to recognize and support individuals in a mental health crisis.
- Clinical excellence. Philhaven was able to quickly respond to the COVID-19 crisis and continue to provide the crucial care our patients needed, especially during a time of unprecedented turmoil.

Your donations make a difference. This report provides examples of just a few of the countless ways you are helping advance health and wellness in our region.

Gratefully,

**Philip D. Hess, President**  
WellSpan Philhaven

Visit our COVID-19 Information Center at [www.wellspan.org/covid19](http://www.wellspan.org/covid19) for the most up-to-date data, testing and vaccine information for our region.



Therapists developed a life-sized board game that helps kids learn social, emotional and coping skills and provides wellness tips along the way.





# Community Benefit

## Caring fund ensures people have access to behavioral health aid

At WellSpan Philhaven, we believe everyone should receive the care they need, regardless of their ability to pay.

The Caring Fund ensures that adults, children and families have access to vital mental health care, even if they are facing financial challenges. The fund provides free or discounted care to low-income patients who are uninsured or unable to pay for services provided and determined medically necessary by Philhaven. It's all part of our promise to provide hope, healing and wholeness to our community.

In Fiscal Year 2020, you  
helped WellSpan Philhaven  
provide



**\$500,000+**

in charity care to  
community members in  
addition to significant  
uncompensated care.



## You help to improve lives



Each year, the Caring Fund helps people receive the treatment they need. This year, we share the story of a patient's success as seen through the eyes of her brother.

David\* watched his sister Laura\* suffer in an abusive marriage for years. After she was finally out of the relationship, it was clear to David the abuse had taken a devastating toll on his sister. She was negative and felt the world was out to get her. She struggled financially. Her future looked dismal. Over the next several years, Laura was in and out of therapy. Then she started receiving treatment at WellSpan Philhaven and things started to improve. David saw a light at the end of the tunnel.

During treatment, he saw his sister's self-confidence and independence grow. He witnessed the return of her long-suppressed sense of humor and saw a sense of happiness emerge. She got and kept a job.

"In the past, I could not foresee a time when her life would not include regular therapy. Now I see someone who can work through an issue or crisis on her own, usually making good decisions and handling setbacks without melting down. Most importantly, I see someone who enjoys life and doesn't see every day as full of threats to her wellbeing," says David. "The change in her since starting at Philhaven has been remarkable. Her therapist is my hero and I am forever grateful for how she helped my sister get her life back on track."

*\*Names have been changed to respect privacy.*

# Innovation and Education

## Mental Health First Aid training program helps people recognize and respond to mental distress



The fact is one in five adults will experience a diagnosable mental disorder in any given year. Recognizing the importance of community support for those in crisis, WellSpan Philhaven offers training to community groups so lay people can be prepared and know what to do when a mental health crisis happens. The course gives participants the education and tools to help a friend, family member or colleague experiencing mental illness, suicidal thoughts or substance abuse. Thanks to generous donors, this clinically certified, proven program has provided training to 4,250 community members at no cost since the program started in 2014.

In Fiscal Year 2020, **you helped** WellSpan Philhaven provide **Mental Health First Aid training to**

**1,750** community members

equipping participants to **identify, understand and respond** to someone who is dealing with mental health problems or experiencing a mental health crisis.

### Praise from Program Participants

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I am a Deaconess at my church and I work with the members in the congregation. I have an elderly member who recently lost her only son. It was very sad. I have been checking in on her and noticed a change in behavior. She was not eating and had stopped doing many things at home. She even canceled doctors' appointments. Thanks to your training, I knew what to do. I called her daughter who came in from out of town and we were able to meet and talk. So, I thank you all for the work you do and the ongoing training sessions. YOU are making a difference.

“

Thank you so much for taking the time and effort to educate me further on mental health awareness and QPR [Question. Persuade. Refer.]. Being trauma-informed while working with the vulnerable population of domestic violence and human trafficking survivors is such a vital part of what I do as an advocate. Thank you for helping me become a better counselor, advocate and mental health professional.

“

Thank you for such an informative training. I know we cops can be a rough group to train, but you broke through. We need help not only in understanding mental health in our community but also understanding how our mental health can be impacted by what we do. Thank you for taking the time with us, being patient and helping us to understand what it means to be well. I wish I would have had this training in the academy.



# Clinical Excellence

Ensuring patients still received the care they needed during the COVID-19 pandemic



Since March 2020, the health care heroes at WellSpan Philhaven have taken every measure to ensure patients received the care they needed during the COVID-19 pandemic. Your support helped us respond to the crisis with an unprecedented amount of dedication, innovation and compassion:

- By quickly making video visits available so outpatients could continue to work with their counselors.
- By providing Personal Protective Equipment (PPE) and education about proper use to our staff.
- By implementing procedures and activities to protect our patients and staff.

A collaborative effort continues to ensure that the needs of our team members, patients, families and community are met.

## Outpouring of Community Support



We are very grateful for the support we received during the early days of the COVID-19 crisis. As individuals, businesses and foundations, you helped by providing PPE, financial donations, gifts of food and more to show your support to WellSpan Philhaven during the pandemic. The remarkable support you showed us as we faced a crisis makes one thing very clear – **when our community comes together, great things happen!**

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**Your gifts made a difference!**

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