

2016 COMMUNITY HEALTH NEEDS ASSESSMENT SUMMARY & 2016-2019 IMPLEMENTATION PLAN

Background

Children’s Hospital of Philadelphia (CHOP) is the first pediatric hospital in the United States, founded in 1855, and has proudly been an active part of the Philadelphia community for more than 160 years. The organization and its employees aim to make sick children well, help well children maintain good health, and secure a healthy future for families *in their own communities*.

CHOP includes a freestanding children’s hospital in Philadelphia with 546 licensed beds and approximately 29,000 annual inpatient admissions. The CHOP Care Network, which has grown to become the largest pediatric healthcare network in the United States, has more than 50 outpatient primary and specialty care locations and receives approximately 1.3 million outpatient visits each year. CHOP also houses the world’s leading pediatric research enterprise, the CHOP Research Institute, and one of the top pediatric graduate medical education programs in the nation.

CHOP consistently invests in programs that benefit its surrounding community and strongly believes that our hospital’s mission can reach outside our walls to help children living in and around our service area and beyond. The hospital’s senior leadership encourages employees to partner with community organizations to improve the lives of children right where they live. In fact, many of our signature community programs, like the Refugee Health Program, began with an employee’s or pediatric resident’s vision for meeting the needs of underserved children. In 2013, CHOP created a Community Advisory Board comprising CHOP employees and local civic leaders to advise the hospital on the distribution of competitive grants awarded through the CHOP Cares Community Grant Program. The program awards small grants to CHOP employees to do work in their own communities, thereby extending CHOP’s reach even further into more communities to meet identified needs. Throughout our Implementation Plan, you will find examples of CHOP Cares Community Grant projects.

CHOP also is a member of the Collaborative Opportunities to Advance Community Health (COACH) initiative, a collaborative sponsored by the Hospital and Healthsystem Association of Pennsylvania that brings together hospital, public health and community partners to address community health issues in Southeastern Pennsylvania. Through the COACH initiative, participating hospitals are developing a strategy for collective action that is informed by best practices, while leveraging existing resources and expertise, to make a significant impact on community health. The initiative is focusing on access to care/services and healthy food access.

CHOP Service Area and Community Health Needs Assessment

The Affordable Care Act requires each not-for-profit hospital to conduct a Community Health Needs Assessment (CHNA) to identify the needs of its surrounding community at least once every three years to retain its tax exempt status. CHOP’s individualized CHNA, conducted in 2016, was prepared by Public Health Management Corporation (PHMC) and can be found on our website, [here](#).

The CHNA focused on CHOP’s main service area, which includes the five Southeastern Pennsylvania counties of Bucks, Chester, Delaware, Montgomery and Philadelphia, with a population of approximately 913,390 children in 2015. However, our clinicians also see many children from New Jersey, where we have a number of Care Network locations, and from more than 40 other states and 115 countries. While nearly all of CHOP’s patients are under the

age of 18, our clinicians do see some adults, many of whom have chronic conditions that originated at birth or during childhood.

In the CHOP service area, approximately 62 percent of residents identify themselves as white, 22 percent identify themselves as African-American, 8 percent as Latino, 6 percent as Asian and 2 percent as other. With regard to poverty status, 11 percent of families without children and 16 percent of families with children live in poverty in CHOP's service area. There is a large variation throughout the service area, with 32 percent of Philadelphia families with children living in poverty. For the purpose of this needs assessment, poverty was defined as families living at or below 150 percent of the federal poverty level (FPL) or an annual household income of \$36,450 for a family of four.

Health Status and Identified Needs

While the majority of children (95 percent) in the CHOP service area are in excellent, very good or good health, there are still about 42,700 who are in fair or poor health. Those children living at or below 150 percent of the FPL are disproportionately more likely to be in poor or fair health (11 percent versus 2 percent, respectively). Also, Latino (12 percent) and African-American (7 percent) children are more likely to be in fair/poor health compared to white children (3 percent).

Due to CHOP's long history of working with the community and ability to conduct health services and community-based participatory research, many of the health needs uncovered during the CHNA were not unexpected and are actively being addressed by a number of CHOP's existing and proposed programs and initiatives. However, the hospital has also begun new initiatives detailed in this Implementation Plan that expand our reach to meet the evolving needs of children.

CHOP has identified seven core areas of focus in response to the CHNA results. In this Implementation Plan, each core area of focus is addressed with the following information:

- **Objective:** description of what CHOP hopes to achieve in addressing the identified need
- **Anticipated Impact:** description of the desired outcome CHOP expects from its work using existing programs, assets or new investments
- **Strategies:** description of Hospital investments that address the objective

Other needs in addition to the core areas of focus do exist and continue to be addressed by CHOP, including infant mortality and asthma diagnosis, care and management. CHOP remains committed to improving asthma care in children with programs like its [Community Asthma Prevention Program](#), the creation of a MyAsthma portal within the electronic medical records of children with asthma, and the addition of asthma patient navigators to all urban primary care locations. CHOP also remains steadfast in its goal of reducing infant mortality — particularly by participating in the City of Philadelphia Fetal and Infant Mortality Review as well as two Healthy Start Community Action Teams, which seek to reduce infant mortality rates in Philadelphia and the surrounding region.

Seven Core Areas of Focus

1. Access to primary and preventive care for vulnerable children
2. Increased access to education, primary care and other health services for families who speak English as a second language
3. Access to healthy food, opportunities for physical activity and wellness education

4. Access to sex education, sexual health services and OB-GYN services for adolescents
5. Access to mental health, behavioral health, and substance abuse screening, education and services
6. Increased collaboration and communication to create a more seamless approach between services
7. Access to dental, vision and specialty care for children

PRIORITY 1: ACCESS TO PRIMARY AND PREVENTIVE CARE FOR CHILDREN

In CHOP's service area, 4 percent of children (31,800) lack a regular source of healthcare. Children in poverty are disproportionately affected, with only 65 percent of these children receiving care in private doctors' offices. Also, 31 percent of Latino children receive their regular care in a community health center, public clinic or hospital outpatient clinic, a significantly higher proportion than African-American (12 percent), Asian (6 percent) and white (2 percent) children.

Objective: Increase access to primary care and to a regular source of care

Anticipated Impact: Increase the number of vulnerable children with a primary care provider (particularly those living in poverty, those with special health needs, those of Latino origin and those with cultural/language barriers)

Strategies:

1. **Increase space for clinic visits:** During spring 2016, in partnership with the City of Philadelphia, CHOP opened the South Philadelphia Community Health and Literacy Center, located in an economically and culturally diverse community. The Center brought together and expanded four previously existing buildings including the CHOP South Philadelphia primary care location; the City of Philadelphia's Health Center 2; the Free Library's South Philadelphia Neighborhood Library; and the DiSilvestro Recreation Center. The new, larger building provides additional space for CHOP's primary care practice and for the City Health Center – creating a combined increase in annual patient visits to 183,000, up from 168,000 in 2012.
2. **Increase access to health education through existing and expanded community programming, including:** [Injury Prevention Program at CHOP](#), [Center for Injury Research and Prevention](#), [Vaccine Education Center](#), [Poison Control Center at CHOP](#), [Homeless Health Initiative](#), [iknowUshould2](#), [Youth Heart Watch](#), [Transition to Adulthood Program](#) and [Reach Out and Read](#).
3. **Increase patient access to information:** Patient families can now access portions of their child's medical records, schedule appointments and receive referrals through an online portal called MyCHOP.
4. **Increase access to support groups and health education to augment preventive/primary care:** Increase the number of parent support groups for families on topics such as health, weight and diabetes management; for example, the Karabots Pediatric Care Center offers a breastfeeding support group for moms. CHOP primary care practices also provide information on wellness activities and events for families in the community.
5. **Increase access to providers:** Across the CHOP Care Network, in an effort to address the growing need for services: more providers are being added to CHOP's primary care centers; all clinical divisions are adding hours during evenings and weekends; and data analysis is being completed to examine no-show rates and maximize availability on the appointment schedule. CHOP also has a 24-hour telephone hotline for patient families seeking medical advice.

6. **Fund primary- and preventive care-focused CHOP Cares Grant projects, including currently:**
 - Providing influenza and pertussis vaccinations to infant caregivers during pediatric primary care visits at certain CHOP primary care practices
 - Providing screenings for obesity and hypertension, and offering related health promotion information
 - Providing training for the general public in hands-only CPR, including infant/child choking relief

PRIORITY 2: INCREASED ACCESS TO EDUCATION, PRIMARY CARE AND OTHER HEALTH SERVICES FOR FAMILIES WHO SPEAK ENGLISH AS A SECOND LANGUAGE

Objective: Provide improved access to medical translation and associated services

Anticipated Impact: Increase the proportion of children speaking English as a second language who have a primary care provider and increase their access to health education

Strategies:

1. **Increase access to language services for inpatients and outpatients** — Increased the number of language service interpreters to nearly 30 people on staff who speak up to 80 languages, including Spanish, Arabic, Cantonese and Mandarin, offering face-to-face and telephonic interpreting services for hospital patients and families free of charge. Interpreters also serve as advocates for limited English-proficient patients. Additionally, the Language Services Department now provides onsite medical interpreters at CHOP Care Network primary and specialty care locations with high volumes of Spanish-speaking families.
2. **Increase access to language services for families with limited hearing abilities** — Hired an American Sign Language interpreter.
3. **Expand the CHOP Refugee Health Program** — The program, which offers refugee and asylee children with initial health assessments, follow-up care and help integrating into primary care, recently added an on-site nurse to the Karabots primary care location in West Philadelphia. Also, through involvement in the Philadelphia Refugee Health Collaborative, CHOP clinicians have helped to develop the Philadelphia Department of Health's healthcare orientation, offered to all new refugees in the city.
4. **Provide more outreach to Spanish-speaking communities** — In 2015, 18 CHOP pediatric emergency medicine physicians, nurse practitioners and nurses began volunteering at Puentes de Salud, a nonprofit organization that promotes the health and wellness of South Philadelphia's Latino community, providing routine physical examinations, vaccinations and specialty care several times per month.
5. **Offer materials for community programs in many languages** — Examples: Injury Prevention Program, the Vaccine Education Center and the Hospital's *Community Benefit Report*.
6. **Increase diversity in workforce, including more bilingual staff** — The Office of Diversity & Inclusion (ODI) and Human Resources Recruitment continue to implement a diversity recruitment strategy.
7. **Working toward increasing way-finding signage in the languages of CHOP's patients and families and providing information cards in many patient languages.**
8. **Exploring virtual remote interpreting (VRI) to provide on-demand, visual interpreter services in more settings, supplementing the existing in-person and telephonic interpreting services.**

9. **Increase access to care for developmentally disabled children who speak English as a second language** – CHOP PolicyLab researchers are creating effective screening tools for children with developmental issues and autism in Latino populations. The screening tools will be rolled out in fall 2016 and will be available nationally, helping Spanish-speaking populations identify and schedule necessary appointments for their children.
10. **Funded CHOP Cares Grant projects expanding access to families who speak English as a second language, including:**
 - Providing training for Philadelphia Infant Toddler Early Intervention (ITEL) intake staff members to allow them to communicate more effectively with non-English-speaking caregivers
 - Providing culturally sensitive and linguistically appropriate workshops for parents of Asian-American and Pacific Islander children with autism spectrum disorder

PRIORITY 3: ACCESS TO HEALTHY FOOD, OPPORTUNITIES FOR PHYSICAL ACTIVITY AND WELLNESS EDUCATION

In the CHOP service area, only 26 percent of children maintain a healthy diet and 18 percent of children are physically active fewer than three times each week. Physical activity rates vary by racial and ethnic group – 23 percent of Latino children, 20 percent of black and Asian children, and 17 percent of white children are active fewer than three times per week.

Objectives: Increase children’s and adolescents’ access to healthy living education and healthy weight programs

Anticipated Impact: Decrease the number of children categorized as overweight or obese

Strategies:

1. **Increase outreach via the CHOP [Healthy Weight Program \(HWP\)](#)** – Provide more information for primary care practitioners to identify weight management needs; collaborate with and support the Healthy Kids Running Series to introduce children to running; and partner with the Enterprise Center by purchasing shares from their Community-Supported Agriculture garden to provide families with fresh produce.
2. **Teach cooking skills and nutrition** – At CHOP’s Early Head Start Program, parents can participate in “Home Plate,” a six-week series of classes focused on improving cooking skills and nutrition in partnership with Aramark and the Enterprise Center.
3. **Open a community garden** – The Community Garden at Karabots opened in July 2016 in West Philadelphia to host cooking demonstrations and educate families about ways to incorporate more nutritious foods into their diet. Programming is guided by community need, and the produce grown in the garden benefits local families.
4. **Expand access to healthy activities for children and families living in shelter** – [CHOP’s Homeless Health Initiative](#) now includes new programming offering nutrition and fitness for children and mothers through Operation CHOICES, Safe Physical Activity and Recreation for Kids (SPARK), and Women’s Wellness at Lutheran Settlement House/Jane Addams Place, People’s Emergency Center and St. Barnabas Mission.

5. **Expand the Community Nursing Advocacy Fellowship program “Safety Education at Summer Day Camp”** – Expanded the safety education series to counselors in the Philadelphia Parks and Recreation’s Neighborhood Day Camps with an updated curriculum for kids of all ages. CHOP nurses present a basic first aid course at counselor training sessions.
6. **Continue to provide information on wellness activities and events to patient families** – Increase the information provided and increase the number of support groups offered to families.
7. **Enhance the Healthy Futures Initiative** – In collaboration with the Independence Blue Cross Foundation, CHOP added a “Healthy Hearts” component to help develop an Automated External Defibrillator (AED) Implementation Program in each participating school, including education and assistance to safeguard the heart health of all staff and students in case of a cardiac emergency.
8. **Implement and expand food insecurity (FI) screening** – CHOP now performs FI screens at nine primary care locations across Philadelphia and the suburbs. Families identified as food insecure are given a resource packet and Philly Food Bucks to purchase food at farmers’ markets in Philadelphia (in partnership with The Food Trust).

Note: Investigators at CHOP PolicyLab are also researching the use of a geographic information system to identify hot spots of food insecurity and local resources.

9. **Funded CHOP Cares Grant projects providing access to healthy food and exercise, including:**
 - A health and fitness series at Malcolm X Park providing a free eight-week summer program in West Philadelphia for kids
 - A program to support student and community-led efforts at several Philadelphia schools to improve and promote water access for children and adolescents. Seventy-five percent of 9- to 18-year-olds have insufficient water intake.

PRIORITY 4: ACCESS TO SEX EDUCATION, SEXUAL HEALTH SERVICES AND OB-GYN SERVICES FOR ADOLESCENTS

Fifty percent of Philadelphia high school students report they have engaged in sexual intercourse and roughly 21 percent of those students reported that they did not use a condom the last time they had sex.

Objectives: Encourage adolescents to get tested and treated for HIV and STIs (sexually transmitted infections); Increase education about teen pregnancy, HIV and STI prevention

Anticipated Impact: Contribute to the decrease of teen pregnancy and STI and HIV rates

Strategies:

1. **Continue to provide adolescent family planning, basic reproductive information and care to youth patients** – Provided at CHOP Care Network practices in Philadelphia (Karabots and Cobbs Creek).
 - Philadelphia Juvenile Justice Center (PJJSC) Health Resource Center – A CHOP registered health counselor provides sexual health education, counseling, risk reduction and HIV reduction information onsite.
 - Health Resource Center at West Philadelphia High School – In partnership with the City of Philadelphia Health Department, CHOP staff provide sexual health education, STI and pregnancy testing, and reproductive health counseling, including referrals, onsite.

- The CHOP Vaccine Education Center offers materials about adolescent vaccines for HPV, educational information (www.prevent-hpv.org), and a free HPV documentary on its website.
- 2. **Improve access to sex education and STI screening for teens living in shelter** – CHOP’s [Adolescent Initiative](#) (AI) received a Targeted HIV Testing and Linkage grant from the City of Philadelphia AIDS Activities Coordinating Office to allow AI staff to provide risk assessments, prevention education, rapid HIV screening and testing, and linkages to proper healthcare to residents at Covenant House Pennsylvania, a shelter for homeless, runaway and trafficked youth. Also, a CHOP physician continues to serve as the medical director for the shelter.
- 3. **Improve access to sex education and STI screening for teens in the community** – CHOP’s iKnowUShould2 program was expanded to provide more youth with rapid HIV and STI testing and health education at parks and recreation centers. Services are expanding further to add Pre-Exposure Prophylaxis education content to the IknowUShould2.com website. AI has also continued its participation in “Hip Hop for Philly,” an education, awareness and testing outreach program where youth who agree to an HIV test receive a concert ticket.
- 4. **Expand the Adolescent Specialty Center** – In 2014, the Adolescent Gynecology Program opened in Philadelphia to provide complex gynecology services and contraception. The clinic recently hired a nurse to provide more sexual education programming and other services to youth.
- 5. **Fund CHOP Cares Grant projects to provide access to sex education and services, including:**
 - Support groups for HIV-positive youth and youth who are HIV-negative, yet affected by HIV.

PRIORITY 5: ACCESS TO MENTAL HEALTH, BEHAVIORAL HEALTH, AND SUBSTANCE ABUSE SCREENING, EDUCATION AND SERVICES

Thirty-four percent of Philadelphia high school students (44 percent of females and 22 percent of males) have experienced feelings of hopelessness or sadness for two weeks that caused them to stop their usual activities, while 15 percent report having contemplated suicide, and 12 percent have attempted suicide.

Objective: To increase access to mental and behavioral health services for children and adolescents and curb the impact of violence on them

Anticipated Impact: More children receive the treatment they require for emotional, behavioral and mental health needs and fewer children suffer from the impact of violence, either physically or emotionally

Strategies:

1. **Continue to expand the new [CHOP Violence Prevention Initiative](#) (VPI)** – Created in response to CHOP’s 2013 needs assessment and acts of youth violence in Philadelphia and across the nation, this program is a CHOP-wide effort to interrupt the cycle of violence. VPI conducts research and implements innovative findings in hospitals and schools using a resilience-based, trauma-informed and strength-building model. Staff provide therapy and psychoeducation groups, connecting families to outside resources. Patients are referred from the Emergency Department, trauma centers and schools. Includes a newly hired violence prevention specialist and funding to hire another. Signature programs include:

- *The Violence Intervention Program (VIP)* – a community-focused program that provides services to CHOP patients ages 8 through 18 who have been injured by assault, providing emotional and social support with the goal of stopping violence from continuing into adulthood
 - *Free2B* – a multimedia bullying prevention program piloted in two Philadelphia schools, with plans to expand to all seventh- and eighth-graders in Philadelphia
 - *Partner for Prevention (P4P)*– an intensive, whole-school approach to bullying prevention in which third-through fifth-grade children in four Philadelphia schools learn problem-solving, anger management, empathy and perspective-taking skills
 - *Children’s and Mom’s Project (CAMP)* – intimate partner violence (IPV) services and a domestic violence counselor are provided on-site at CHOP’s Karabots primary care practice in West Philadelphia. Other violence prevention programs throughout the CHOP Network include the [Adolescent Initiative](#), [Children’s Intensive Emotional and Behavioral Program](#), [Community-driven Research Day](#), [Early Head Start](#), [Homeless Health Initiative](#), the [Philadelphia Collaborative Violence Prevention Center](#), [Safe Place](#), and [Pride@CHOP](#). CHOP is also working with the City of Philadelphia to replicate the MOM Program, an innovative home visiting program, in more areas of Philadelphia.
2. **Continue screening youth for suicide in the Emergency Department** – Use the “Youth Suicide Prevention in Primary Care” Pennsylvania Model, a multidimensional system change approach project that includes a web-based screening tool to identify youth at risk for suicide and facilitates partnerships between medical providers and local mental health providers.
 3. **Continue and expand services provided in current CHOP programs** – Including [The Safe Place Treatment and Support Program](#), the [Children’s Intensive Emotional and Behavioral Services](#) program (partial day-hospital services located in Atlantic County, N.J., expanded to now include an extended-day program), and the Sexual Assault Response Team in the CHOP Emergency Department.
 4. **Open a Gender and Sexuality Development Clinic** – Opened in 2015, this clinic provides mental health services for adolescents struggling with gender identity including psychotherapy, community outreach, gender identity talks, free monthly trans-youth support groups, and free parent and sibling support groups. The clinic also provides education for providers and helps patients navigate insurance coverage.
 5. **Continue to offer counseling and support services to families cared for in CHOP’s Center for Fetal Diagnosis and Treatment (CFDT) and Garbose Family Special Delivery Unit** – New initiatives include creating a universal screening protocol in the NICU and the Cardiac ICU to screen and provide necessary services to post-partum mothers three times in the year after their child’s birth. Also, currently developing online content and resources to further expand CFDT access for the community.
 6. **Reduce wait times for mental/behavioral health appointments and expand services** – CHOP increased access to behavioral health services institution-wide, with a particular focus on primary care touch-points by expanding the [Healthy Minds, Healthy Kids](#) Program in two urban and one suburban primary care site, with plans to expand further. The Hospital also increased staffing by 50 percent at CHOP’s specialty care centers in Pennsylvania and New Jersey to significantly reduce wait times for appointments and expanded services. Finally, CHOP will continue utilizing Child Guidance Resource Center and Village staff on-site in CHOP’s urban primary care locations to provide mental healthcare services for patients.
 7. **Improve access to mental and behavioral health services in West Philadelphia** – Collaborate with the Center for Grieving Children to provide on-site services to patients and postpartum screening for new mothers at the Karabots Pediatric Care Center.

8. **Inform program and policy changes through research** – [PolicyLab at CHOP](#), a center of emphasis within CHOP’s Research Institute, has completed work related to maternal depression interventions, psychotropic medication use in children (including assisting the Public Health Management Corp. with creating an early childhood care behavioral intervention unit in a PHMC-run center in West Philadelphia), and parent-child interaction therapy to improve caregiver-child attachment.
9. **Provide more inpatient services** – CHOP opened a medical-behavioral inpatient unit in the hospital in 2017, accommodating 10 patients with both medical and behavioral health needs.
10. **Create a rapid response team to increase behavioral health education to care providers at the bedside** – Patients will be screened with a four-question screening tool at admission, which will lead to individualized care plans if the child shows difficulty coping with care during their inpatient stay.
11. **Continue the process of operationalizing the Telephonic Psychiatric Consultation Service Program (TiPS)** – Currently working with the Commonwealth of Pennsylvania to operationalize a program allowing CHOP clinicians to provide behavioral health tele-consultation services to rural primary care providers needing support for their patients.
12. **Fund CHOP Cares Grant projects related to mental/behavioral health, including ones that:**
 - Support the emotional well-being of undocumented immigrant youth
 - Provide stress release training for Early Head Start parents
 - Introduce high school students to basic yoga and mindfulness meditation practices based in trauma-informed care
 - Provide assault-injured clients a safe group atmosphere in which to process symptoms of post-traumatic stress (Safety, Emotions, Loss and Future (SELF) Groups for assault-injured youth)

PRIORITY 6: ASSIST PATIENTS AND FAMILIES WITH NAVIGATING THE HEALTHCARE SYSTEM — INCREASING COLLABORATION AND COMMUNICATION

Many of those attending community needs assessment meetings voiced concern about the complexity of the systems children and families must navigate to access services and stressed the importance of the systems working together to create the best outcomes for children. These difficulties are magnified for families with less income and less education, and whose first language is not English.

Objective: Continue to provide children and their families with assistance in navigating the healthcare system and linkages to resources

Anticipated Impact: Increase the percentage of children with a primary source of care

Strategies:

1. **Create a care coordination program for children with complex, chronic illnesses** – Recently implemented “Compass Care” to coordinate care between primary care physicians and specialists in a more efficient and less costly manner. These patients may have a non-CHOP primary care provider.

2. **Provide care coordination services to foster care children** – The Fostering Health Program includes a multidisciplinary team of specialists that evaluates each child placed into foster care and creates a plan to inform the child’s care moving forward. The program works closely with Philadelphia’s Department of Human Services (DHS), Community Umbrella Agencies (CUAs) and foster care families.
3. **Increase staffing for the Family Health Coverage Program (FHCP)** – The program assists uninsured and under-insured families with assessing their eligibility, and applying for, public insurance.
4. **Add more support for those referring patients to CHOP primary care** – Includes a toll-free number for consultations, an expedited process to obtain appointments and new policies to ensure more timely communication with those making referrals for primary care. Also allows patients to be matched with primary care providers based on their specialty care needs.
5. **Change staffing models to improve case management** – Includes making outreach support and case management a priority, incorporating nurse care coordinators in CHOP primary care offices, and making improvements in emergency care to include a case manager to identify patients frequenting the E.D.
6. **Create a task force to improve the patient experience and patient satisfaction.**
7. **Utilize the electronic health record to improve continuity of care**
 - Added a new tool to EPIC, the hospital’s electronic medical record system, to allow clinician notes to be directed from provider to provider and allow resource information to be added to help with referrals and community resources.
 - Work to create a longitudinal care plan to track a patient’s needs across the Institution, using EPIC’s Population Health module, Healthy Planet. Define, engage and track patient populations, as well as measure and improve care processes and outcomes over time.
 - Develop an online medical chart for patient-family access – Created MyCHOP, a secure, online health connection to portions of a patient’s medical record for families to use to obtain information, make appointments, review test results and receive referrals.
8. **Utilize mobile phone technology to improve the patient experience** – One pilot project allowed the Division of Dermatology to use mobile technology to answer questions virtually, and another project is a navigation app to assist visitors with wayfinding throughout the Hospital’s Main Campus.
9. **Provide assistance with transitioning to adult care** – Creating a team at CHOP, through a “[Chairs Initiatives](#)” project, to provide patients seeing multiple specialists with centralized assistance during their transition to adult care. The service develops care plans and assesses patients’ psychosocial, self-care and health insurance needs.
10. **Continue work in the population health field** – Goals include further advancing care coordination across the institution, particularly at the primary care level, to improve the quality of care and reduce costs to the institution and consumer. The work is part of an ongoing three-year grant and includes community health workers, social workers and care coordinators.
11. **Create an intergenerational family services model** – CHOP is evaluating the best way to care for the entire family, using social determinants of health as an essential component for determining family needs.

PRIORITY 7: ACCESS TO DENTAL, VISION AND SPECIALTY CARE FOR CHILDREN

In the CHOP service area, 18 percent of children did not have a dental visit during the past year and 24 percent of children living below 150 percent of the federal poverty level lack dental care. Also, community members voiced concern regarding the cost, insurance coverage and accessibility of specialty care, particularly for low-income families.

Objectives: Increase access to dental, vision and specialty care for children

Anticipated Impact: Decrease the waiting time to schedule appointments and provide improved care

Strategies:

- 1. Continue to provide access to dental providers, specifically for low-income children** – Includes providing access to dental care for children in Philadelphia homeless shelters (through the Homeless Health Initiative), partnering with KidsSmiles to provide dental services to CHOP's three Philadelphia primary care locations and contracting with the University of Pennsylvania School of Dental Medicine to provide on-call dental services to CHOP patients in the Emergency Department.
- 2. Continue to provide access to vision care** – Partner with the Philadelphia Eagles Charitable Foundation, which provides an “Eagles Eye Mobile” to provide vision care and glasses to under-insured and uninsured children; and follow the American Academy of Pediatrics’ Bright Futures vision guidelines at all primary care locations, referring children to specialty care, if necessary.
- 3. Consolidate the location of specialty care providers for patient convenience**—In July 2015, CHOP opened the Buerger Center for Advanced Pediatric Care, a 12-story building on the hospital’s Main Campus in West Philadelphia that is dedicated to pediatric specialty care.
- 4. Expand services for children with hearing loss** – The Center for Childhood Communication (CCC) at CHOP recently expanded its services by establishing staff audiologists as “educational liaisons” to support families of children with permanent hearing loss with accessing area educational programs. The CCC also recently increased outpatient health and behavior services for all families regardless of their child’s age.
- 5. Continue work in various specialty fields to provide access to healthcare and health information for families** – This includes the [Leadership Education in Neurodevelopmental and Related Disabilities \(LEND\) Program](#), [Minds Matter: Concussion Care for Kids Program](#), [Center for Autism Research](#), and the [Center for Pediatric Inflammatory Bowel Disease \(IBD\) Frontier Program](#).

Note: The hospital reserves the right to amend this implementation plan at any time as circumstances warrant. Community health needs may evolve, requiring adjustments to the described strategic initiatives.

COLLABORATING PARTNERS

Aria Health

Aramark

Child Guidance Resource Center

Covenant House Pennsylvania

ECS St. Barnabas Mission

Einstein Healthcare Network

Healthy Kids Running Series

Holy Redeemer Health System

Independence Blue Cross Foundation

Jefferson Health

Lutheran Settlement House

Mercy Health System

Montgomery County Department of Health

People's Emergency Center

Philadelphia Department of Parks & Recreation

Philadelphia Department of Public Health

Southeastern Pennsylvania Area Schools

The City of Philadelphia

The Enterprise Center

The Food Trust

The Village

U.S. Department of Health & Human Services, Region III

University of Pennsylvania

University of Pennsylvania Health System