

# 2019–2022 COMMUNITY HEALTH NEEDS ASSESSMENT

Implementation Plan Update and Outcomes



# BACKGROUND

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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 165 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 is the only freestanding, independent (i.e., not affiliated with a health system) pediatric hospital in the Commonwealth of Pennsylvania, thus affording it an unparalleled singular focus on pediatric services. It is one of only three pediatric hospitals in its primary service area. The CHOP Care Network extends throughout the region, with Primary Care practices, Specialty Care and Ambulatory Surgery centers, Urgent Care centers, Newborn & Pediatric Inpatient Care sites, and Home Care services available at more than 50 locations in Pennsylvania and New Jersey.

In January 2022, CHOP opened its second hospital in King of Prussia, Pa., featuring the same world-class care as our Philadelphia hospital, with increased access for the local communities we serve. This facility, the Middleman Family Pavilion, has 52 private patient-beds, a 24/7 Emergency Department with 20 rooms, four state-of-the-art operating rooms and a full complement of additional services, such a lab and radiology suite.



*The Middleman Family Pavilion, CHOP’s new hospital in King of Prussia, opened with 52 private inpatient rooms, an Emergency Department and four operating rooms. The beacon (below) brings natural light to patient-family waiting areas on each floor.*



# COMMUNITY HEALTH NEEDS ASSESSMENT

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CHOP defines its targeted service area for community benefit as all ZIP codes in the Greater Philadelphia five-county region. While the Greater Philadelphia region is CHOP's primary target area, as a globally recognized children's hospital, CHOP serves patients from more than 115 countries as well as all 50 states and the District of Columbia. CHOP also provides primary care stretching to 14 counties of Southeastern Pennsylvania, including a large share of Delaware County, Pa., as well as Northern Delaware and Southern New Jersey.

CHOP engaged in a Regional Community Health Needs Assessment (RCHNA) that identified health needs throughout Southeastern Pennsylvania. This effort, spearheaded by the Healthcare Improvement Foundation and the Philadelphia Department of Public Health, also included 12 hospitals, health systems, public health departments and other organizations as partners. The [full RCHNA report](#) can be found on CHOP's website.

## The top 10 needs identified in the 2019 RCHNA serve as the focus of [CHOP's implementation plan](#):

1. Substance/opioid use and abuse
2. Behavioral health diagnosis and treatment (e.g., depression, anxiety, trauma-related conditions, etc.)
3. Access to affordable primary and preventive care
4. Healthcare and health resources navigation
5. Access to affordable specialty care
6. Chronic disease prevention (e.g., obesity, hypertension, diabetes and cardiovascular disease)
7. Food access and affordability
8. Affordable and healthy housing
9. Sexual and reproductive health
10. Linguistically and culturally appropriate healthcare

Serves patients from +115 countries & all 50 states



Primary care to patients in 14 counties of Southeastern Pennsylvania and South New Jersey



# COMMUNITY HEALTH NEEDS ASSESSMENT

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As a response to the 2019 RCHNA, CHOP developed numerous strategies to address community needs, which are reported here. This report reviews these strategies and demonstrates the progress CHOP has made to impact the identified needs since 2019.

Due to CHOP's long history of working with the community and its ability to provide health services and conduct community-based participatory research, many of the health needs revealed by the RCHNA were not unexpected and were already actively being addressed by a number of CHOP's existing programs and initiatives. CHOP consistently invests in programs that benefit its surrounding communities 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. In 2020, CHOP created the Center for Health Equity to better understand and more actively address disparities in children's healthcare and health while building a diverse and inclusive team that will champion these efforts. Our implementation plan outlines how CHOP is working on cross-collaborative partnerships in the community, highlighting continued strategies from previous implementation plans and new initiatives to respond to the needs identified in its community. The three initiatives highlighted below address many of the needs identified by the RCHNA.



*CHOP Primary Care, South Philadelphia, provides comprehensive healthcare, health education, nutrition and support services for children and families. Our office is located at Broad and Morris streets in the South Philadelphia Community Health and Literacy Center, a first-of-its-kind facility that includes a branch of the Philadelphia Free Library, a City health center and a recreation center and was designed to meet families' many needs in one convenient location.*

# HEALTHIER TOGETHER

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To address the needs identified in previous CHNAs, in 2019, CHOP made a five-year, \$25 million commitment to establish Healthier Together. This community initiative focuses on improving social determinants of health that influence health and well-being in the neighborhoods surrounding our Philadelphia campus. Through Healthier Together we develop and support evidence-based, community-informed programs and partner with community groups, nonprofits and government agencies to learn from each other and multiply our collective impact. Our overarching goal is to give every child a fair chance at a healthy future. The initiative's areas of community focus and goals are: creating healthy homes, overcoming trauma and growing resilience, accessing healthy food, and creating financial stability and prosperity.

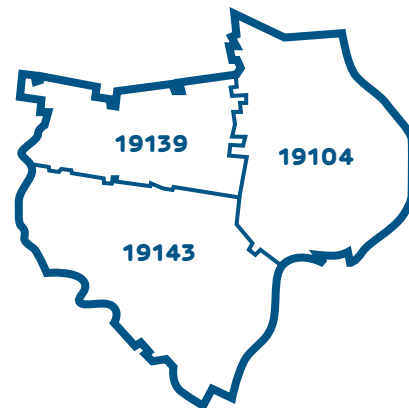
Healthier Together's strategy and investments are guided by five principles:

1. Concentrate efforts in three zip codes in West and Southwest Philadelphia (19104, 19139, 19143)
2. Provide evidence-based interventions with a proven record of reducing health disparities and improving child health
3. Partner with residents and community organizations, including participation in program development and oversight
4. Join forces with equally committed partners — government agencies, nonprofits and community groups — and use data and metrics to improve programs and measure success
5. Purchase goods and services from local companies that value a diverse workforce and provide meaningful work opportunities to underrepresented members of our community. To date, Healthier Together has directly impacted more than 10,000 individuals through 22 partnerships and collaborations.

**22 partnerships  
& collaborations with  
local businesses  
and organizations**



**\$9 million invested in  
3 West and Southwest  
Philadelphia ZIP codes,  
with a total 5-year goal  
of \$25 million**



# HEALTHIER TOGETHER

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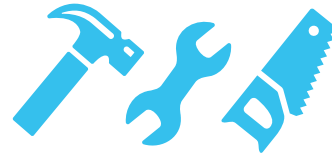
## **Housing: Creating Healthier Homes**

Healthy, stable housing is fundamental for child health. CHOP addresses this goal through two initiatives for both homeowners and renters. The Community Asthma Prevention Program Plus (CAPP+) partners with nonprofits and minority- and women-owned contractors to repair homes to remove asthma triggers, such as mold, mildew and pests, at no cost to families. The goal of CAPP+ is to improve child health, reduce stress and worry for families, and grow local, diverse businesses. CAPP+ has completed asthma-related repairs on 100 homes to date. We are also working to increase housing stability and reduce evictions by partnering with Community Legal Services (CLS) to provide no-cost legal support services for West and Southwest Philadelphia families. To date, CLS has helped 100 residents remain in their homes.

## **Trauma: Overcoming Trauma and Growing Resilience**

Healthier Together uses collaborative, proven programming to reduce the incidence and impact of trauma and support the emotional well-being of children and families. Through the Growing Resilience in Teens (GRIT) program, Healthier Together partners with Uplift Center for Grieving Children and CHOP's Center for Violence Prevention (CVP) to provide families with trauma and grief support groups and case management, which offer resources to protect against trauma. GRIT has served 350-plus youth and caregivers by connecting them to one or more trauma support services. As a complement to GRIT and in partnership with Penn's Netter Center for Community Partnerships, Healthier Together has also supported CVP to deliver trauma-informed care training and support groups for secondary traumatic stress to educators in two after-school programs run by the Netter Center. CVP has provided trauma-informed care training and peer-support sessions for stress management to 90-plus after-school staff members. Additionally, in 2021 CHOP supported a gun lock education and distribution program in primary care.

**Renovated 100 homes to reduce asthma triggers**



**GRIT served 500+ youth & caregivers by connecting them to one or more trauma support services.**



**Stress management training to 90+ after-school staff members**



# HEALTHIER TOGETHER

## Hunger: Accessing Healthy Food

CHOP is addressing hunger in a variety of ways that meet the immediate needs of our community while also setting them up for long-term success. In the early days of the COVID-19 pandemic, CHOP helped bolster food access for School District of Philadelphia students and their families by providing 2,000 nourishing, family-style dinners that were distributed at two Philadelphia Housing Authority sites. In March 2021, the Food Pharmacy 2.0 launched at the Karabots Pediatric Care Center to provide immediate food access. To date, more than 80 families have enrolled in Food Pharmacy 2.0 to receive food deliveries and be connected to additional resources. The program has distributed over 5,000 pounds of food.

In support of food literacy, Home Plate + Food Bucks Rx launched in 2021 to deliver nutrition education to families enrolled in four early childhood education centers in West and Southwest Philadelphia. Participating families also receive Food Bucks Rx vouchers from The Food Trust to redeem for produce.

Additionally, Healthier Together supports the Southwest and West Agriculture Growing Network (SWWAG), a coalition of partners that provide W/SW Philadelphia community members with opportunities to grow their own food, attend workshops, and gain valuable job skills through internships and volunteering. To date, SWWAG has provided 24 paid internships, enrolled 70 participants in home gardening programs, installed and revitalized community gardens, and offered educational workshops to more than 230 attendees. SWWAG has also harvested and distributed over 12,000 pounds of food to West and Southwest Philadelphia residents.



*The Food Pharmacy expanded the number of families it helped with the launch of the Food Pharmacy 2.0.*

**24 paid internships**



**23,800 healthy meals distributed to families**



**Enrolled 70 participants in home gardening programs**



# HEALTHIER TOGETHER

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## Poverty: Achieving Financial Stability and Prosperity

To help West Philadelphia families and the community at large to achieve financial stability and continue to build prosperity, Healthier Together supports efforts that help grow small businesses and household budgets.

Through the Medical-Financial partnership, CHOP provides increased access to no-cost financial counseling, incentives for child education savings plans and tax prep. Our partner, Clarifi, uses a client-driven, case management approach to help clients improve budgeting, reduce debt, improve credit and increase savings by creating clear, outcome-focused action plans. Healthier Together aims to grow the local economy by supporting CHOP-wide initiatives to increase supplier diversity and local hiring by providing capacity-building and technical assistance for minority- and women-owned businesses and workforce development opportunities. Where possible, we contract with and incorporate local business into all of Healthier Together's programming. To date, Healthier Together Initiative has helped 91 businesses receive Minority/Women-owned Business Enterprises certification and provided technical assistance to over 2,000 individuals.

## Clarifi Partnership

- Total participants: 550
- Average credit score change: +61 pts
- Average savings established: \$2,820

**\$3,200 to families on average, through savings, tax returns and debt reduction**



**Awarded \$1.6 million in contracts to local, diverse businesses**



**MWBE certificates to 91 businesses and provided technical assistance to over 2,000 individuals**





# CHOP CARES COMMUNITY GRANT PROGRAM

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In 2013, CHOP created a Community Advisory Board comprised of 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 grants to CHOP employees to do work in their own communities. This results in extending CHOP's reach even further into more communities to meet needs identified in the RCHNA.

In 2019, the CHOP Cares EXCEL grant program launched, providing up to \$35,000, to support the growth and sustainability of programs previously funded by a CHOP Cares Community grant. Since 2019, CHOP has awarded 52 grants (47 Cares and 5 EXCEL) for a total of \$356,000. A sampling of programs includes: yoga and meditation lessons for Philadelphia students; food boxes to food-insecure households; free hearing tests for Pre-K Counts students; support groups for transgender, gender-non-binary and gender expansive children and their families; menstrual hygiene products and education for young girls facing homelessness; and many more.

The work continues as new grants are awarded each year. CHOP employees not only help address community health needs but create a long-lasting impact in communities served by CHOP and the CHOP Care Network across Pennsylvania and New Jersey.

"It was cool, getting to hear and talk to other kids dealing with the same stuff."

— Participant in diabetes family support group



**Awarded  
52 grants**

for a total of **\$356,000**  
from 2019-2022



**Awarded  
186 grants**

for a total of **\$741,116**  
since the launch of the  
program in 2013

# CHOP CARES COMMUNITY GRANT PROGRAM

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## Type 1 Diabetes Family and Children Education & Support Program

FY21 Grant Cycle (July 2020–June 2021)

CHOP’s Diabetes Center for Children (DCC) offered two themed virtual support sessions (Survival Guide to Quarantine and Spring into the Outdoors), each with separate activities for patients with diabetes and their families.

These sessions enabled families to learn from each other and connect to local resources. Each family that registered for a session received an activity kit to support the theme and a package of school supplies in the mail.

“We loved the virtual event we participated in! We were able to talk to others that were in the same situation and were able to hear what they did to overcome it.”

— Caregiver to a child with diabetes



*Community health worker Tawana Casey (second from right) shows Charlene, Christina and Christopher Ellison how a simple calendar can help with time management.*

# COLLABORATIVE OPPORTUNITIES TO ADVANCE COMMUNITY HEALTH

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CHOP 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 strategies for collective action that are informed by best practices, while leveraging existing resources and expertise, to make a significant impact on community health.

The collaborative has implemented strategies on priorities such as healthy food access, food insecurity and access to behavioral and mental healthcare.

Strategies focused on food access and food insecurity include:

1. developed a model for food related advocacy updates to be disseminated among community and healthcare partners for shared action and enhanced impact
2. facilitated shared learnings between partner institutions regarding addressing food insecurity from the healthcare setting during the pandemic
3. supported the development and launch of a Food Access Support Technology (FAST), a centralized platform within the health system in response to food insecurity exacerbated by the COVID-19 pandemic



*A Food Connect driver delivers a free, weekly box of produce as part of a Healthier Together partnership to one of CHOP's patient families at their home in Southwest Philadelphia.*

# COLLABORATIVE OPPORTUNITIES TO ADVANCE COMMUNITY HEALTH

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In 2020, participating hospitals began working to implement organizational level strategies focused on trauma-informed and healing-centered approaches to healthcare as a systemwide strategy to support mental and behavioral health. At CHOP, our trauma-training team launched a key partnership with CHOP's employee well-being program and wellness provider Virgin Pulse to host training sessions for employees. Additionally, as new employees join CHOP, they receive introductory trainings focused on trauma-informed approaches during their orientation.



*Murals in the CHOP Care Network Primary Care – Norristown location are designed to open up conversations between child and parent and child and doctor.*

# ADDITIONAL PRIORITY AREAS

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## Priority 1: Substance/opioid use and abuse

**Objective:** Increase community and clinical awareness and education of safe usage and management of pain medication.

**Anticipated Impact:** Safe disposal and usage of pain medication will be a more standard practice.

### CORE

As drug overdose deaths tripled in CHOP's service area and became the leading cause of death for young adults (ages 18 to 34) in the region, CHOP developed the Comprehensive Opioid Response and Education Program (CORE) to increase children's, adolescents' and their families' access to substance use disorder (SUD) and opioid use disorder (OUD) screening, education, resources/referral and treatment. CHOP also brought information and resources to reduce harm from SUD and OUD. CORE established cross-disciplinary leadership, bringing exceptional depth to the program that included behavioral health services, adolescent specialty services, Department of Child and Adolescent Psychiatry and Behavioral Services, and an outpatient OUD clinic.

### Opioid Assistance and Resource Line

The Poison Control Center at CHOP launched the Opioid Assistance and Resource (OAR) Line in partnership with the Philadelphia Department of Public Health in 2020. CHOP established the OAR Line to help answer questions about using buprenorphine and other medication-assisted treatment (MAT) options, especially in complex cases. By way of this resource line, any clinician in the region has free 24/7 access to healthcare providers who can walk them through initiating buprenorphine for their patients with OUD. This line is increasing clinician comfort with and support for MAT initiation in the Philadelphia Metro region.

### Adolescent Medicine and Psychiatry SUD/OUD Outpatient Clinics

The clinics were launched in 2020 by the Division of Psychiatry and Behavioral Sciences and the Division of Adolescent Medicine and operate in collaboration under CORE. OUD clinic providers coordinate with mental and behavioral health providers to identify patients who present with overdoses and withdrawal symptoms in the ED and link them to the clinic, thus avoiding inpatient hospitalization for those who are medically stable. The Adolescent SUD/OUD Clinic provided telehealth consultations for Covenant House, a shelter for marginalized youth experiencing homelessness, beginning during the early months of the COVID-19 pandemic.

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### **Launching of NFP-RISE**

Barbara Chaiyachati, MD, PhD, established the Neonatal Follow-up Program, Resilience after Infant Substance Exposure (NFP-RISE), an institutionally supported specialized care track for infants with prenatal opioid exposure. The family-based care model of NFP-RISE includes a certified recovery specialist (CRS) role to engage and connect with pregnant people prenatally. The CRS services via RISE are the first of its kind within the CHOP Care Network. NFP-RISE received a Pediatric Chair's Initiative grant in July 2021. Each family is given a brochure on neonatal abstinence syndrome, about babies born to mothers using drugs; Family Support Services & Communication plans are also established. NFP-RISE is building connections to community facilities and integrating with the Hospital of the University of Pennsylvania (HUP) for family-based harm reduction by collaborating with adult providers to engage prenatally, as well as partnership with Philadelphia Substance Use Prevention and Harm Reduction Office.

### **Increase Family Access to Drug Take-back Bins in a Pediatric Medical Setting**

CHOP is in the process of installing drug take-back bins on both of our hospitals campuses, in Philadelphia and King of Prussia. CHOP teams in pharmacy, security, environmental health and safety, security, and operations are working together to ensure all regulatory requirements are met so the bins can be installed in 2022.

*continued >*



## Priority 2: Behavioral health diagnosis and treatment

**Objective:** Increase access and treatment to mental and behavioral health services for children and adolescents and curb the impact of trauma.

**Anticipated Impact:** An increase in the number of children receiving treatment for trauma related, behavioral and mental health needs and a sufficient capacity to treat them.

### Continue and Expand Co-location of Mental Health Services Provided at CHOP's Primary Care Locations

The Healthy Minds Healthy Kids (HMHK) program started as a pilot in five locations in 2016 to increase access to high-quality behavioral health care in the patient-center medical home. Providers include licensed clinical social workers, psychologists, and child and adolescent psychiatrists. To date, our team has 16 providers in 16 CHOP Care Network primary care locations. Our team currently offers in-person and telehealth services, according to family preference and patient clinical presentation. All clinicians have been trained to implement a pediatric care process model for pediatric traumatic stress, and most team members have received training in trauma-focused cognitive behavioral therapy to improve our ability to offer evidence-informed services to address traumatic stress. During the period from July 2019 to present, our team has completed 22,907 office visits with 7,640 patients. On average, patients are seen for 4.6 sessions. Most common referral reasons include anxiety disorders, mood disorders and attention problems/hyperactivity.

### Universal Prevention for All Children and Families

#### a. Friend to Friend and PRAISE

The Friend to Friend and PRAISE aggression and bullying prevention programs and research were conducted with third through fifth grade students of predominantly minoritized backgrounds attending urban under-resourced Philadelphia schools across 27 Philadelphia elementary schools.

*continued >*



*Brooklyn, 5, receives behavioral health services from psychologist Jennifer Mautone, PhD, (center) and her general healthcare from primary care pediatrician Katie Lockwood, MD — all in the same location, the South Philadelphia primary care office.*

The goal of these programs is to reduce multiple forms of aggressive and bullying behaviors (e.g., physical, verbal, relational, cyber) and improve prosocial behaviors and classroom climate through teaching social problem-solving and anger management strategies, empathy, perspective-taking and positive bystander strategies.

Over the last three years, 2,135 students received aggression & bullying prevention programming, including 174 high-risk girls participating in an indicated small group intervention and 1,961 boys and girls participating in universal classroom lessons. An additional 1,929 students participated in surveys to contribute to our understanding of social, behavioral and emotional functioning of students in Philadelphia schools.

The majority of this time period was the COVID-19 pandemic, resulting in school building closures (e.g., long periods of fully remote learning) and other challenges upon school re-opening (e.g., individual and classroom level quarantines, student and teacher absences, staff shortages, resetting systems in new ways, building repairs and construction, transportation and food challenges, restrictive visitor policies, staff burnout, challenges with student stamina and sustained focus). However, our team's strong partnership-based approach has been successful in responsively navigating these challenges by moving the sessions to a virtual format.

We have also begun to screen for bullying in clinical settings. A total of 275,024 CHOP patients attending well-visits received bullying prevention screening questions through tools embedded in the EPIC workflow in participating departments. Children identified as victims and bullies were provided referrals and resources.

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**2,135 students**

received aggression & bullying prevention programming



**1,929 students participated in surveys**

to contribute to our understanding of social, behavioral and emotional functioning of students



**275,024 CHOP patients**

received bullying prevention screening questions

**Programs conducted at 27 elementary schools**

for aggression and bullying prevention



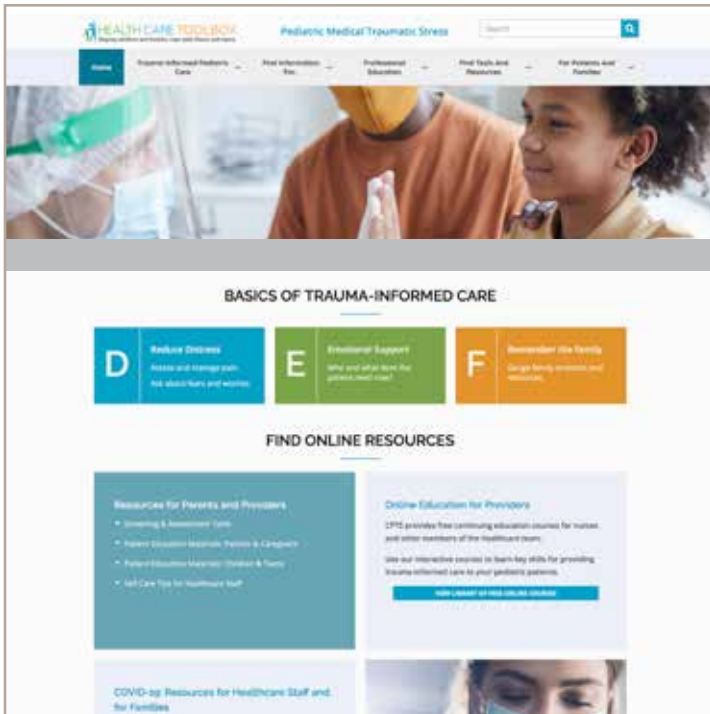


**b. Trauma-informed care trainings**

Since 2014, CHOP Center for Violence Prevention (CVP) and CHOP Center for Pediatric Traumatic Stress (CPTS) have delivered trauma-informed care (TIC) training programs and resources to nonprofits, healthcare providers, faculty and staff, and professional organizations.

The goal of TIC training is to reach clinical and nonclinical teams and individuals to increase knowledge and confidence in providing trauma-informed care. CPTS provides online resources for professionals and for families at [HealthCareToolbox.org](http://HealthCareToolbox.org) to help address medical traumatic stress, provides consultation and training in trauma-informed care for healthcare systems and healthcare professionals across the United States, and partners with professional and family-led organizations across the country to create new resources and advocate for trauma-informed care policies.

*continued >*



[HealthCareToolbox.org](http://HealthCareToolbox.org)

**CVP TRAINED\***

**1,485 healthcare providers**

**487 CHOP staff & trainees**

**CPTS TRAINED\***

**14,793 health & mental health professionals**

**60 professional & family organizations**

**2,754 online courses & 174,591 visits**

at [HealthCareToolbox.org](http://HealthCareToolbox.org)

\*since July 2019

## **Selective Prevention: For Children and Families at Higher Risk for Violence**

### **a. STOP IPV**

STOP Intimate Partner Violence (STOP IPV) serves both adolescent patients experiencing teen dating violence as well as the adult caregivers of CHOP patients in Pennsylvania and New Jersey. In 2019, the STOP IPV team worked with a multidisciplinary team to expand routine screening and referral to Karabots Primary Care Center (PCC), adapting the Emergency Department program into one that would more seamlessly fit the Karabots workflow. Additionally, the STOP IPV team piloted Healthy Relationships psychoeducational groups with CHOP Violence Intervention Program (VIP) participants in 2019 and is currently implementing an evidence-based teen dating violence program, called STAR, in West Philadelphia high schools. Finally, in 2021 we started the process to begin routine screening at South Philadelphia Primary Care location. Additionally, we have started a partnership with Laurel House to support IPV survivors identified at the new Middleman Family Pavilion, CHOP's second hospital in King of Prussia.

Routine IPV screening was implemented in the CHOP's Emergency Department in 2015 and has successfully continued since then with screening rates ranging from 20% to 40%. Approximately 90,000 CHOP families have been screened for IPV in the CHOP ED between 2019-2021. Approximately 800 individuals have been identified and referred for IPV support across all CHOP sites, 300 case consults were provided, and more than 80 trainings were given to healthcare providers.

### **b. Behavioral screening in ED**

All adolescent patients in the CHOP Emergency Department are screened for behavioral health issues using an innovative, self-administered web-based program developed at CHOP. Teens provide confidential information about symptoms of depression, suicide, traumatic stress, substance use and violence exposure. The screening has become an important part of routine care to screen for behavioral health issues that may contribute to disease as well as potential risk for suicidality. Between 2019 and 2021, 15,386 teenage patients completed the web-based Behavioral Health Screen in the ED. Selective follow-up care was provided for the 46% who have moderate to severe depression and 12% who had current suicidal ideation.

### **c. Firearm safety**

CHOP offers gun locks and gun safety education to primary care patients and ED patients. The initial goal was to complete a pilot program in the CHOP Emergency Department that enabled families that express a need for a firearm safety device to receive a free gun lock as well as parent gun safety education. We used the information gleaned from the study to expand our reach to all ED patients (through Family Connects) and primary care patients at three primary care clinics in West, Southwest and South Philadelphia. We also have a targeted gun safety program for behavioral health patients seen in the CHOP ED.

We distributed 307 devices through the initial ED study and almost 1,500 gun safety devices and gun safety educational materials since program inception in 2020.

*continued >*

## Indicated Prevention: For Children and Families Already Experiencing Violence

### a. Violence Intervention Program

The Violence Intervention Program (VIP) provides family-focused, trauma-informed case management services to youth who have experienced injury resulting from non-familial interpersonal assault. The VIP serves as a bridge from the hospital to community-based services to address the recovery needs of injured youth and their families, promoting psychosocial, physical and emotional recovery. Additionally, the VIP offers a peer-facilitated psychoeducational group (BRAVE) to promote leadership and job skills training to youth participants, as well as offers psychoeducation regarding trauma symptoms, teaches coping skills to reduce post-traumatic stress symptoms, and encourages youth to share their experiences while receiving peer support.

Due to COVID-19 restrictions, we observed an overall decrease in the number of potentially eligible youth seeking Emergency Department (ED) care for violence related injuries, resulting in a smaller number of youth enrolled over the last two years. After a brief program shutdown in spring 2020, we adapted all our engagement and support practices to be able to safely meet youth and families' needs, including implementation of telehealth/virtual support and socially distanced engagement for meeting basic needs such as food insecurity. Further, we have observed a marked increase in the proportion of youth and families identifying recovery needs related to basic needs such as food and housing support and mental health since the beginning of the COVID-19 pandemic. As we work to ensure physical safety and well-being for our youth and their families, we have continued to foster partnerships with community-based organizations to help meet these essential needs.

*continued >*



*Dee Dee received care from the Violence Intervention Program, which provides post-injury support to youth and families who've experienced a traumatic attack.*

**"[VIP staff] was a lifesaver during very difficult times. She always listened to me and made me feel better when my anxiety was very high. Most days just speaking to her helped me get through the day." — VIP participant**

VIP reaches out to all families within a couple of days and about half of the families contacted express an interest in receiving VIP services. Over 75% of clients who consented participated in the program to completion, which typically takes four to eight months. Staff maintain contact with youth and families in diverse ways throughout, including in-home and community-based visits, virtual visits, and telephone and text communication, with a mean number of encounters of 40 per youth. In response to a client satisfaction survey, over 85% reported that all or most needs were resolved and over 90% reported that VIP staff always listened to them and respected their culture and identity.

Prior to the start of the COVID-19 pandemic, fewer than 10% of VIP program participants experienced gunshot wounds, but since March 2020, this proportion has nearly doubled, suggesting an increase in more physically severe injuries among our program clients than in previous years.

There continues to be a pressing unmet need for community-based mental health services. To address this need, we have successfully secured grant support from the Pennsylvania Commission on Crime and Delinquency, enabling us to include a full-time psychologist on the team to provide short-term mental health therapy.

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**“The entire staff was awesome... they showed a lot of empathy toward my family. My daughter has become a better person through it all.”**

— VIP participant

**“Grateful [VIP staffer] was selected to help us. She took us out of harm’s way, made sure needs were met for therapy and referrals. Thank you for all the resources you offered that helped us tremendously.”**

— VIP participant

### **b. Center for Fetal Diagnosis and Treatment**

CHOP continues to offer counseling and support services to families cared for in the Center for Fetal Diagnosis and Treatment (CFDT). Ongoing initiatives include the universal screening protocol for all expectant parents two to three weeks post-fetal diagnosis as well as immediately after families have visited their babies in the Neonatal Intensive Care Unit (NICU) or the Cardiac Intensive Care Unit (CICU). This past year, the mental health screeners reached a new milestone: screening 10,000 expectant parents since the program began in 2013. Parents are identified for heightened risk for emotional distress and receive psychological interventions to decrease anxiety, depressive and traumatic stress. In addition, our clinical team distributes educational materials on perinatal mood and anxiety disorders to help parents understand the risks and options for treatment.

### **c. Telephonic Psychiatric Consultation Service Program (TiPS)**

The telephonic psychiatric consultation service program (TiPS) program at CHOP provides access to behavioral healthcare by having a child and adolescent psychiatrist available to consult with pediatricians. Pediatric patients are most likely to present to their primary care physician (PCP) for mental health. This program has improved access to mental healthcare in the primary care setting. Additionally, it has provided psychoeducation to pediatricians on common psychiatric presentations and management. The goal: for PCPs to increase their comfort and capacity to treat patients with mental health needs. There are currently 154 practices enrolled in the program. TiPS's care coordinator can also directly assist patients/families in finding community providers, if recommended.

There were 1,106 unique patients being served with care coordination and PCP/Psychiatrist consultation so far. There were approximately 20 educational presentations.

*continued >*



*The Center for Fetal Diagnosis and Treatment recognizes the emotional toll on mothers and fathers when they receive news their baby has a birth anomaly.*

**"This has been such a helpful resource for me, and I have consulted the team numerous times to discuss medication management, complex diagnoses, and care coordination."**

## Priority 3: Access to affordable primary and preventive care

**Objective:** Increase capacity and accessibility to primary care

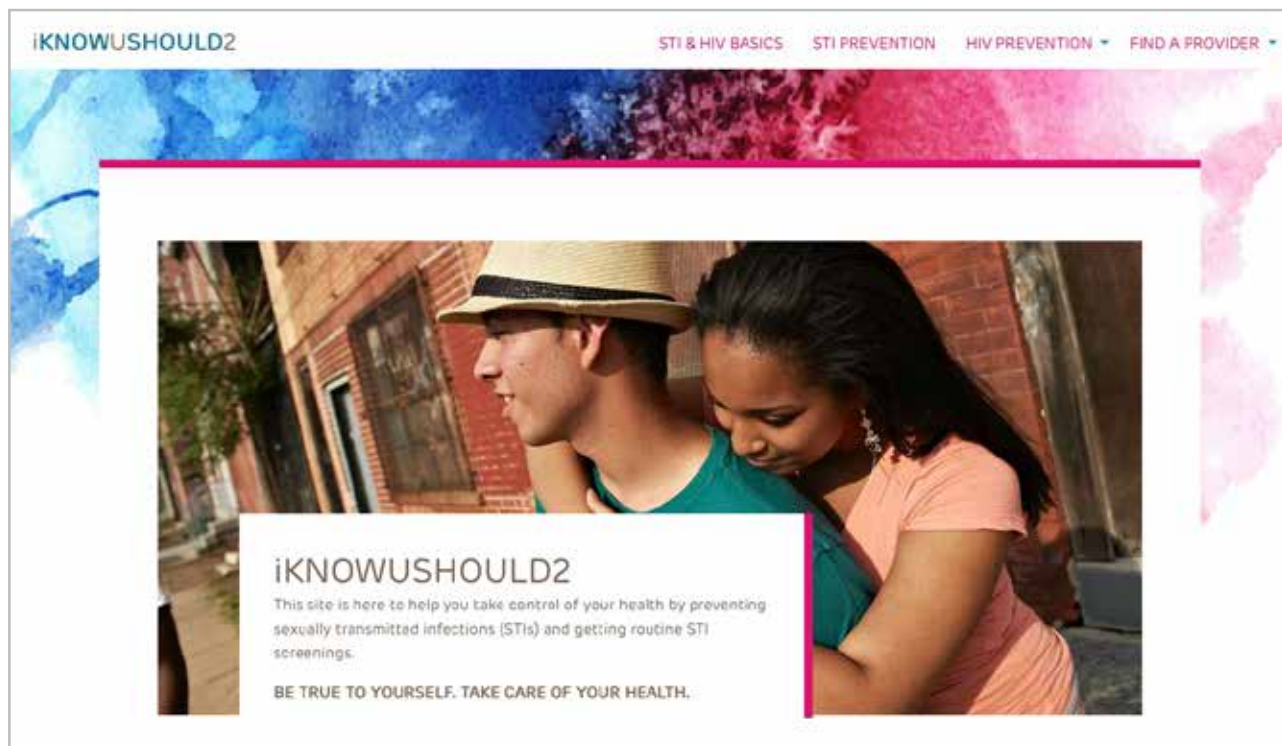
**Anticipated Impact:** A decrease in barriers will allow more patients to easily access quality primary care.

### Increased access to community programs

#### **iknowUshould2**

In 2019-2021 the Adolescent Initiative team refocused effort on social media platforms as a way of reaching youth regarding resources and education. With input from our youth community advisory board, we formed a Social Media Huddle team and created more new content than in previous years. With the COVID-19 pandemic, the team pivoted to include COVID-19 information to address information gaps and misinformation for our populations. We included breakdowns of “science-y” language and showed fun parallels between sexual health education and COVID-19 prevention. Example: Don’t leave your house without a mask *and* a condom. Two condoms are a bad idea because it can cause the material to break, *but* two masks are a good idea to prevent COVID-19 exposure! The content generated new users and new opportunities for agency and community collaborations.

*continued >*



[iknowUshould2.com](http://iknowUshould2.com)

### Youth Heart Watch

Youth Heart Watch (YHW) works with schools and community groups across Pennsylvania and New Jersey, with heightened focus on the greater Philadelphia area. We provide free trainings to both students and staff of groups who support youth, as well as provide electrocardiographic (ECG) and heart health screenings for children 5 to 19 years old.

YHW offered free sudden cardiac arrest awareness trainings, as well as cardiopulmonary resuscitation (CPR) and automated external defibrillator (AED) trainings for school staff and students, Philadelphia Parks and Recreation staff, and youth sports coaches. These trainings were organized with the intention of equipping more people with the skills to perform CPR and use an AED to prevent sudden cardiac death and save a life.

Youth Heart Watch worked with schools and other community groups to take steps in becoming Heart Safe and prepared to respond to a cardiac emergency. Prior to the pandemic, we held community heart screenings and offered free cardiac exams and ECGs to help identify children with undiagnosed heart conditions. Since July 2019, YHW has held 13 CPR/AED events and trained over 1,300 individuals. We have worked with over 65 schools in nine school districts. Youth Heart Watch organized the review, ordering and distribution of new AED materials for 130 Philadelphia Parks and Recreation Centers to ensure units were in working order.

*continued >*

**“Youth Heart Watch has been instrumental in providing hands-only CPR training to our health and physical education teachers. This allows our teachers to implement instruction in cardiopulmonary resuscitation to students prior to graduation.”**

**— School District of Philadelphia**

## **Primary Care Network Expansion**

CHOP has expanded primary care services across the region, including by expanding hours across our Care Network to make appointment times more accessible for families.

The CHOP Primary Care in Norristown, Pa., relocated to renovated, expanded offices. In addition to comprehensive primary care, the 10,000-square-foot space will also offer critical services, such as onsite behavioral health and social work, to meet the needs of children and families in the Norristown community. The office has a walk-in clinic where sick patients can be seen without a scheduled appointment. Local community agencies will also be invited to share the space to provide additional resources, such as grief counseling and art therapy, for patients and families.

We also moved our Moorestown, N.J., practice to a bigger location allowing us to serve additional patients. And the CHOP Care Network added a primary care practice in Collegeville, Pa., in 2021.

*continued >*



*At CHOP's Nicholas and Athena Karabots Primary Care Center, Norristown, PA, we are committed to providing the highest quality care for your children.*



## Poison Control Center

The Poison Control Center at CHOP serves as the Health Resources and Services Administration-designated Poison Control Center for 8.9 million people over 23 counties in Eastern Pennsylvania and the state of Delaware. The Poison Control Center (PCC) is available for all people. The PCC provides a free 24/7 hotline staffed with healthcare professionals to answer questions and concerns related to potential poisoning exposures. PCC promotes poisoning prevention by way of educational and advocacy activities.

PCC managed over 150,000 human exposure calls between 2019-2021. PCC held 36 toxicology grand rounds case conferences for our region, providing high-quality, professional education for the fields of toxicology, emergency medicine and addiction medicine. In partnership with Pennsylvania's second Poison Control Center in Pittsburgh, it is estimated that our combined efforts save Pennsylvania over \$30 million in unnecessary healthcare dollars spent. This trickles down directly to our callers; of those who called us at home, we kept 90% at home (not sending them to use other healthcare resources), saving them time and money, and providing peace of mind.

While COVID-19 took away many opportunities for in-person advocacy events and health fairs, the stay-at-home orders may have been responsible for a 20% increase in call volume. We were able to provide uninterrupted services and helped guide our region through all of their new poisoning concerns.

*continued >*

**"The woman I spoke to was amazing! It's the second time I've had to call poison control in six years. Both times, the specialist calmed me down and even followed up with me. I think the poison control specialists keep a lot of panicked parents from crowding the ER. Many thanks to your services!"**

**— Caller to the Poison Control Center**



### free 24/7 hotline

to answer questions and concerns related to potential poisoning



### 90% of callers kept at home

saving them time and money, and providing peace of mind

## Priority 4: Healthcare and health resource navigation

**Objective:** Raise awareness of the available healthcare navigation resources and services at CHOP and in the greater community.

**Anticipated Impact:** Patients will receive proper quality care in a more timely and efficient way.

### Increase Quality of Patient and Family Experience

An increased focus on both qualitative and quantitative data collection from patients, families and staff feedback is woven into all aspects of operations across CHOP to eliminate barriers to care and increase the quality of the patient and family experience. A multidisciplinary steering committee is working on the following initiatives:

CHOP continues to enhance the family spaces in our buildings to ensure families have a supportive environment. The Center for Families was added by the main entrance of our Philadelphia Hospital, and our Connelly Center sleep rooms have been updated. Furthermore, in the design and building of our Middleman Family Pavilion, the new hospital on the King of Prussia campus, every detail was considered to ensure our patients and families have the most exceptional experience.

A Patient and Family Experience Survey is sent to every family at the end of every patient's visit, unless the patient has been seen by the same provider for an outpatient visit at CHOP in the past 90 days. Over the past few years, our patient families continue to rate their experiences at CHOP highly in key areas such as likelihood to recommend CHOP; how well staff worked together to care for their child; staff responsiveness to fears and concerns; and for primary and specialty care, how well they were informed about delays.

### Provide care coordination services to foster care children

Children in foster care have special healthcare needs and experience unique barriers to healthcare access. The Fostering Health Program promotes access to care through care coordination and comprehensive assessment of each child's medical needs. Assessments address all components of health, including impacts of trauma on health and developmental through assessment by occupational therapy. The Fostering Health Program collaborates with community agencies in providing healthcare, education and advocacy.

We provided telemedicine assessments to 83 children when in-person visits were restricted due to the COVID-19 emergency. Occupational therapy assessment identified concern in at least one area of development in 69% of patients. The program also provided materials to strengthen development (toys that promote fine motor skills, workbooks for academic skills and visual motor function) in addition to referrals to developmental services. We screen for trauma-related symptoms, including sleep issues and provide sleep kits (information and materials such as nightlights and security items).

*continued >*

Caregivers were contacted by phone one to two weeks after receipt of the kit to evaluate if items in the kit were used. Caregivers were asked to rate how the kit helped with sleep on a three-point scale (not at all, somewhat, very much). Caregivers also had the opportunity to provide comments about the kit. All respondents reported that the kit helped with sleep: 30% somewhat and 70% reported very much. Comments included: “He has been sleeping much better with the nightlight; before this placement he never slept by himself, so he was afraid.” “Has been using the nightlight and sharing the animals with sisters, and last night was the first time she slept through the night.” “Patient uses the sound machine rain sounds each night; she loves it, and it relaxes her.” “Uses the nightlight and does not wake up through the night now.”

### **Continue to promote the Family Health Coverage Program**

CHOP’s Family Health Coverage Program (FHCP) assists patient families in signing up for coverage under CHOP’s financial assistance program and/or for appropriate state health insurance programs. Signage at patient access points throughout the CHOP campus, satellite offices, and on hospital and physician billing statements, information on the chop.edu website and in assistance packs continue to remind families of the available service. Financial counselors are available to families either at the time of scheduling an appointment for services, during treatment or after services are provided. Informational flyers will also continue to be distributed as a standard resource at health fairs and during community presentations and will be proactively sent to community organizations. Family Health Coverage partnered with all Philadelphia Health Centers and several community health clinics in Northeast Philadelphia and New Jersey as well as with Abington, St. Peters, Capital Health, Atlantic Care, Osborn, and most recently Philadelphia FIGHT and Neighborhood Health in New Jersey to assure children receive the health coverage they are entitled to.

*continued >*

### **Fostering Health Program**



**800 children served**

### **Family Health Coverage Program 2019–2022**



**9,802 families assisted**

with applying for health insurance



**3,029 families received**

financial assistance

## Resource Mapping and Social Risk Screening Tool

In partnership with the vendor FindHelp (formerly known as Aunt Bertha), CHOP launched Resource Connects, a web-based resource mapping tool to connect patients and families to free or low-cost social services in their community. The Resource Connects website can be found on [www.communityresourceconnects.org](http://www.communityresourceconnects.org). Features on the tool include categories focused on children and families (such as childcare, parenting support, baby supplies), direct links to translated versions of the site and resource lists added to the homepage for easy access.

Beginning in spring 2020, the team began disseminating the resource map for wider use among CHOP clinical teams, patients and families, as well as community organizations. Dissemination strategies have included the creation of patient family materials in multiple languages, online and live training sessions, and direct outreach to community organizations. The team also helped create a Philadelphia collaborative of FindHelp customers and has continued to participate in the City of Philadelphia's Task Force for Clinical Community Linkage to ensure collaboration and coordination of resource mapping efforts among healthcare and community organizations in the Greater Philadelphia area. Most recently, the CHOP team has formed a grant opportunity for community organizations to partner and provide feedback around usage of the resource map.

*continued >*

## Who Uses Resource Connects?\*



**130,169 total searches**



**3,444 average searches per month**



**1,008% increase in searches**

## Top search domains\*



**48% Food**



**21% Housing**



**9% Health**

*\*Between June 2019–Jan. 2022*

## Priority 5: Access to affordable specialty care

**Objective:** Increase access to specialty care and proper care coordination.

**Anticipated Impact:** An increase in the number of patients utilizing specialty care and a decrease in emergency department visits.

### Implementation of open scheduling and expanded scheduling on MyCHOP

Patient families can continue to access portions of their child's medical records, schedule appointments and receive referrals through an online portal called MyCHOP, which will continue to increase families' access to their child's medical information.

Additional visit types are now able to be scheduled via MyCHOP, increasing the ability to self-schedule in a convenient way. Open scheduling (chop.edu) was also implemented for 10 divisions, which allows for self-scheduling online without a MyCHOP account.

This has been done in Primary Care as well.

### Homeless Health Initiative

The Homeless Health Initiative (HHI) social worker supports families living in shelter in medical follow-up, dental follow-up, establishing a primary care home, connecting with specialty care and accessing health insurance. During CHOP Night, providers document in the patient's electronic health record (EHR), which improves communication among the patient's care team and ensures an accurate reflection of the patient's current health, social, and housing status. Over the last three years, numerous children with complex medical conditions have been connected to specialists in Endocrinology, Metabolism, Dermatology, Cardiology, and Mental and Behavioral Health with support from HHI.

*continued >*



**80% CHOP patients families in MyCHOP**



*Children living in homeless shelters receive health and dental checkups from HHI, along with education, like how to brush their teeth properly.*

## Career Path

CHOP Career Path provides individualized internships, community engagement and employment training to youth ages 17 to 30 with a chronic illness or disability. Our staff provide on-the-job coaching and guidance to participants to ensure that they learn needed job skills, social skills and life skills to be successful in their adult lives. Our participants have both visible and invisible disabilities, including learning disabilities, autism spectrum disorders, intellectual disabilities, cerebral palsy, traumatic brain injury, sickle cell disease, lupus and other conditions. All of our program participants have a chronic illness or disability, 94% are Black, indigenous or people of color (BIPOC), and 53% live in a Philadelphia zip code where 45% or more of the population live below the federal poverty level. Additionally, 41% of our participants have an intellectual disability, 38% are or have been in foster care, 16% are pregnant or parenting, and 13% are experiencing homelessness or housing insecurity.

Approximately 70% of Career Path participants are employed, with an average starting wage of \$13 an hour. Equally important is feedback from our participants around their experiences in the program and skills they have learned. We also know that, for our CHOP families, seeing individuals with disabilities working at CHOP is extremely impactful in terms of giving them hope and helping them envision their children's successful transition into adulthood.

*continued >*



*Career Path provides job coaching and other guidance so young adults with mental or physical differences can succeed in the workplace.*

**“They push you so hard to get you to where you want to go. And they give you so much encouragement. And to have people believe in you when you don’t believe in yourself is like the greatest experience ever.” — Former Career Path participant**

### **Continue to expand services at CHOP Care Network locations**

CHOP opened the new Abington Specialty Care site in April 2019, which attracts patients from North Philadelphia and other areas in Montgomery County. Since the newly constructed 37,000-square-foot facility opened, we expanded services in the area to include Pediatric Dermatology, General Pediatrics, Neurology, Ophthalmology and Orthopedics services.

### **King of Prussia Hospital**

In January 2022, CHOP opened its second hospital in King of Prussia, Pa., featuring the same world-class care as our Philadelphia hospital, with increased access for the local communities we serve. The Middleman Family Pavilion has 52 private patient-beds and a 24/7 Emergency Department with 20 rooms. This hospital makes CHOP-level care a convenient choice for families not only from the surrounding Philadelphia suburbs but also from central New Jersey, and Lancaster, Berks and Lehigh counties and beyond.

*continued >*



*Main Lobby of the Middleman Family Pavilion, CHOP's new hospital in King of Prussia*

## Priority 6: Chronic disease prevention (e.g. obesity, hypertension, diabetes, and cardiovascular disease)

**Objective:** Increase access to prevention education and programming for the entire family.

**Anticipated Impact:** A decrease in children and families affected by chronic disease.

### Continue Tobacco Dependence Program

This innovative program helps parents and caregivers and adolescent inpatients stop smoking by providing free education, counseling, support and nicotine replacement therapy. The Tobacco Dependence Program officially launched October 1, 2015. Several CHOP respiratory therapists became nationally certified tobacco cessation counselors to develop and maintain a cessation program for inpatients and patient caregivers. In order to advocate for the total health of our patients, they offer counselling services and nicotine replacement therapy to both inpatients and family members while they are inpatients at CHOP's Philadelphia campus. Every patient admitted is screened for primary or environmental tobacco exposure. Families with a positive exposure receive education about the dangers of second-hand and third-hand smoke exposure. If they are interested in quitting, the patient or family member is enrolled in the Tobacco Dependence Program and seen by one of the core team members until patient discharge. At discharge, each enrolled person is referred to a program in their community for continued support for successful sustained recovery from tobacco dependence. The program is free to our patients and family members and generously supported by the Respiratory Care Department.

### Continue Healthy Kids Running Series in West Philadelphia

Between July 2019 and 2021, Healthy Kids Running Series — coordinated by physical activity specialists from the Healthy Weight Program — has served more than 320 runners between the ages of 2 and 14. Gender was fairly evenly split with 153 of our runners identifying as female and 167 as male. Most runners were from Philadelphia County: 290 runners were from Philadelphia County, and 81 were from Healthier Together's focus zip codes in West Philadelphia (19104, 19139, 19143). In terms of health conditions, we supported at least 13 children with asthma, and several with Down syndrome, on the autism spectrum, ADHD, developmental delays and sickle cell disease.

 **served 320 runners**

between the ages of 2 and 14

 **supported at least 13 children**

with asthma, and several with Down syndrome

*continued >*



Even as the National HKRS program increased registration cost to \$40 per runner, we kept West Philadelphia registration at \$5 to remain affordable. We offered to cover fees if a family could not afford them. We were able to continue the program during the pandemic by offering virtual races in the spring and fall of 2020 and ramped up virtual resources by creating a weekly newsletter with recipes, age-appropriate workouts, self-care tips, and outdoor activities around the Philadelphia area. By 2021, the series was back in person with safety precautions, and our registration numbers were higher than they were before the pandemic.

### **Continue to offer and expand the Integrative Health Program**

Integrative healthcare focuses not just on disease prevention and treatment, but on the whole child as well. Physicians and researchers have found that providing complementary care that considers a child's family, environment, mind, body and soul, can reduce stress, speed healing and in some cases resolve symptoms that weren't being addressed through more conventional therapies. At CHOP, the Integrative Health Program is focused on offering integrative therapies that are evidence-based, including mindfulness, yoga, acupuncture and pediatric massage.

By adopting healthy practices, especially early in life, individuals can curb the onset or progression of disease. Integrative Health teaches healthy lifestyle practices, nutrition and mindfulness, for example, to help prevent chronic disease such as cardiovascular disease and hypertension. Skills learned through Integrative Health practices can also decrease stress and promote resilience and healthy coping, leading to improved behavioral health outcomes.

*continued >*

**"Thank you for organizing. My kids had a great time and even my 11-year-old couch potato was eager to participate. Can't wait for spring."**

**— HKRS participant's parent**

**"We just want to say thank you! Our two girls look forward to participating each Saturday. Everyone has been so welcoming, and the event is run so well. We are just appreciative for the time that is offered to run this wonderful event!"**

**— HKRS participant's parent**

To spread these skills to underserved communities, Integrative Health created the BE-WEHL program, which stands for Behavioral Health – Wellness Equity for a Healthy Life. The BE-WEHL program teaches children healthy practices to cope with potential trauma or stressful situations and can possibly impact the trajectory of health outcomes later in life. This six-class program covers resilience, physical activity, sleep hygiene, breathwork, mindfulness, aromatherapy, yoga, caring touch massage and nutrition. Families receive materials to support continued practice. This program offers one-on-one classes for CHOP families experiencing behavioral health challenges (such as depression and anxiety) as well as classes for the community at large in youth organizations and schools for children, parents and professionals.

We saw 35 families enroll in one-on-one classes and 110 people enroll in community classes in Camden, N.J., and West Philadelphia.

*continued >*



*Recognizing that illness and well-being can be improved with integrative health therapies like yoga, CHOP launched BE-WEHL to bring the therapies into families' homes.*

## Priority 7: Food access and affordability

**Objective:** Increase access to healthy food and connect families to community resources and benefit programs.

**Anticipated Impact:** A decrease in children categorized as overweight or obese, being diagnosed for chronic diseases, such as diabetes, and those affected by food insecurity.

### Increase outreach via the CHOP Healthy Weight Program (HWP)

In addition to the launch of Food Pharmacy 2.0, as described on Page 7, the Healthy Weight Food Pharmacy has provided healthy food to 489 families that screened positive for food insecurity since 2019. The Healthy Weight Program's partnership with The GIANT Company continues to provide food support to our patient families. From July 2019 to March 2020 our physical activity specialists held group gym sessions for over 60 children with their peers as well as partnering with community groups such as the Healthy Kids Running Series to promote activity and exercise. HWP works to integrate access to behavioral health support and social work support to identify and meet the psychosocial needs for a larger portion of our patients and families and provide appropriate interventions, resources and management.

### Karabots Garden

The Garden at Karabots, pictured right, has increased in production, partnership and infrastructure.

With permanent water and electricity, the garden has expanded to include a pavilion with gathering space and food washing and storage infrastructure.

The production garden has expanded into a welcoming and peaceful garden for patients, families and community members to enjoy. With the deepening of community partnership with

SWWAG (Southwest and West Agriculture

Growing Network) as part of the Healthier Together Initiative, the garden's impact is expanding to help garden beds and programming for home gardeners become more accessible.



Since 2019, the garden has grown and distributed 6,000 pounds of fresh produce to patients and families at Karabots for free. Five hundred new perennial plants and trees have been planted to expand the garden, in addition to the continued growth of the bountiful annual plants. There have been 800 program participants at events such as Books and Cooks, educational workshops and volunteering and a total of 2,630 people have participated or received produce from the garden.

*continued >*

## Priority 8: Affordable and healthy housing

**Objective:** Improve housing conditions and decrease displacement of children and their families.

**Anticipated Impact:** Healthier living conditions for children and families.

### Community Asthma Prevention Program (CAPP)

CHOP continues its work with the Community Asthma Prevention Program (CAPP) to decrease the number of children living with, or at risk of developing, asthma through CAPP community classes and CAPP home and school interventions. Community health workers complete education in homes and give asthma trigger information and complete environmental information to all families. Families whose homes require structural repairs to remediate asthma triggers are referred to CAPP+ (see Page 6 for details). The Pennsylvania Department of Health/CAPP home visitor program services all of Philadelphia and parts of Norristown in educating families about asthma triggers and ways to incorporate safe living conditions for children with severe asthma. Eliminating asthma triggers helps decrease the number of children being admitted for inpatient hospital stays and emergency room visits. Since 2019, asthma home visitors completed 1,023 CAPP home visits.

### Improve the health outcomes of children living in local emergency housing shelters

In 2021, the Homeless Health Initiative (HHI) expanded its partnership to a new Philadelphia shelter partner, Youth Services Inc’s Youth Emergency Services shelter, and to shelters and community-based agencies in Bucks, Chester, Delaware and Montgomery Counties. In 2022, HHI reconnected with a longtime family shelter partner, Lutheran Settlement House’s Jane Addams Place, to re-establish CHOP Night clinics, after the shelter relocated from West Philadelphia to North Philadelphia. Through regular education sessions with CHOP medical residents and University of Pennsylvania medical, dental and nursing students, HHI equips healthcare providers — and future providers — with the knowledge and skills necessary to recognize the importance of housing on healthcare and the tools to assess these needs when working with families in healthcare settings, as well as meaningful resources to address such issues and support families in acquiring and maintaining safe, affordable housing.

*continued >*



*HHI staff and volunteers shared resources with families at the Salvation Army in Pottstown to mark National Hunger and Homeless Awareness Week.*

Due to the COVID-19 pandemic, HHI paused all shelter-based programming in March 2020. During this time, HHI pivoted to offer virtual support for families and staff, including: 10 virtual vaccine group conversations (Philadelphia, Chester County, Trenton), two recorded webinars with Occupational Health & Safety and the Philadelphia Department of Health, eight health education discussions focused on COVID-19 education and vaccine education.

The HHI medical adviser provides weekly health education sessions for families at HomeFront, a homeless shelter in Trenton, N.J., and those sessions restarted after only a short pandemic-related pause. Supplies like thermometers, developmental toys and feminine hygiene products are offered to families at HomeFront.

### **Medical Legal Partnership**

Since June 2019, more than 450 families have been served by the Medical Legal Partnership (MLP), impacting more than 1,000 children with a total of over \$160,000 in financial benefit to clients. Since the program began, with one part-time attorney in April 2019, it has expanded to include one full-time housing attorney and two part-time attorneys focused on public benefits and employment-related needs. As the COVID-19 pandemic emerged in March 2020, the attorneys continued to work with staff and patients remotely to provide legal advice and representation. Focus areas expanded to be responsive to the needs of families in the wake of the COVID-19 pandemic to include access to Pandemic Unemployment Assistance, Pandemic Emergency Unemployment Compensation, and housing issues related to evictions. Even with these workflow adjustments, CLS served over 400 children and over 200 families between January 2020 and November 2020 alone. In 2021, the MLP helped secure approximately \$50,000 in rental assistance for patient families and, to date, CLS has helped 85 residents remain in their homes.

*continued >*



*Helping families and children receive the government benefits they are entitled to is one goal of the Medical Legal Partnership.*

## Priority 9: Sexual and reproductive health

**Objective:** Create a comfortable and safe environment for adolescents to receive sexual health education and care.

**Anticipated Impact:** A reduction in teen pregnancies and rates of STIs and HIV transmissions.

### Adolescent Initiative's Mobile Health Unit

The Adolescent Initiative (AI) has been reaching out to underserved youth ages 13 to 24 for more than 27 years with a focus on preventing HIV and other sexually transmitted diseases. But until 2021, the services the AI outreach team members could offer were often limited, depending on the availability of private spaces in the locations around Philadelphia they went. Recreation centers and night clubs might have a place they could converse with youth privately and provide testing. At health fairs, they would be restricted to setting up a table, distributing information and encouraging interested teens to come to an Adolescent Medicine clinic.

*continued >*



*The Mobile Health Unit, staffed by providers from the Adolescent Initiative, brings care and health information to underserved youth — right to their neighborhoods. The Mobile Health Unit's design was created by a local artist with input from the Youth Community Advisory Board.*

To expand its ability to provide broader services in the community, the AI team applied for, and won, a Chair’s Initiative grant, CHOP’s internal funding program for inventive new projects, to support a Mobile Health Unit (MHU). The MHU — a 30-foot retrofitted RV — was purchased in 2019 and delivered in March 2020 just days before the shutdown due to the pandemic. The unit was sent to various spots around the region to help with COVID-19 testing and later vaccination efforts. While the MHU was otherwise in use, AI’s Youth Community Advisory Board worked with CHOP’s marketing team and a popular Philadelphia artist to create a unique design for the exterior of the RV so it would feel welcoming and inclusive for the youth it aims to serve. With in-person events back on the calendar for summer 2022, the MHU will begin to show its full potential to reach youth right in their neighborhoods.

Other AI activities included Youth Pride (October 2021), North Pole events (2020, 2021) and the first Youth Health Equity Summit, in June 2021, designed to address and inspire youth to engage in interpersonal, community and institutional discourse around health equity. The presentation reached 20 engaged young people in topics around health equity.

*continued >*



*Inside the MHU, youth can get tested. Outside, they can learn about a variety of health topics.*

### Adolescent family planning, basic reproductive information and care

CHOP provides the clinical family planning (FP) programs at CHOP Care Network primary care locations Karabots and Cobbs Creek, as well as our Health Resource Centers (HRC). The clinical programs provide comprehensive family planning and related preventive healthcare, including contraception methods, STI testing and treatment, and HIV counseling and testing to adolescents without financial or confidentiality barriers. The aim of the HRC program is to engage youth in these services within the Philadelphia School District high schools and refer to our Title X clinics at CHOP Karabots and Cobbs Creek for comprehensive reproductive healthcare.

In July 2021, the Adolescent Protection Collaborative clinic was established to provide wrap-around care and specialized support for youth who have experienced sex trafficking. Using the already established Title X structure, youth can access these free services knowing their confidentiality is preserved. The Teen Texting program at Karabots has been instituted to reach teens accessing STI testing in a more efficient manner and has been shown to decrease the time from positive STI result to treatment.

*continued >*

### Title X Family Planning Clinic Visits

#### FY20

**Karabots: 1,728**  
**Cobbs Creek: 1,949**

#### FY21

**Karabots: 1,789**  
**Cobbs Creek: 2,252**

#### FY22

**Karabots: 1,504**  
**Cobbs Creek: 1,936**



*The Nicholas and Athena Karabots Pediatric Care Center*



Due to the pandemic, the schools that we have HRC sites at went virtual in March 2020 until January 2022. Despite this, we continued to reach youth in a non-traditional way to meet our deliverables and maintain compliance with our funding. Due to restrictions at the school district level, we were unable to directly contact students in the schools. We transitioned to providing reproductive healthcare follow up phone calls with patients being served in the Title X clinical sites. Another way we responded to the pandemic was by establishing a Family Planning telehealth program in 2021 to better serve youth through a virtual platform. We also had to respond to the changes in federal Title X rules, including modifying how we deliver healthcare to pregnant youth, and modification of our electronic medical record templates.

*continued >*



## Health Resource Center Program



**2,088**  
unduplicated  
individuals served



**2,984 visits**



**2,188 referrals**  
to a sexual/reproductive  
health provider



**317 referrals**  
to a primary care provider



**13,017 condoms**  
distributed



**162 chlamydia**  
and gonorrhea  
tests performed



**56 pregnancy**  
tests performed

## Priority 10: Linguistically and culturally appropriate healthcare

**Objective:** Increase cultural competency and bilingual acuity of CHOP's staff.

**Anticipated Impact:** An increase in access and coordination of care for patients who speak English as a second language.

### Increase access to language services for inpatients and outpatients

The Language Services Program at CHOP provides comprehensive services that are accessible at all points of contact:

- Staff interpreters for top five languages, Spanish, Arabic, Mandarin, Cantonese and Vietnamese (spoken and sign language)
- Contracted interpreters (spoken and sign language)
- Telephonic interpreting access from any phone for over 200 languages
- Video remote interpreting at all CHOP locations (all specialty, primary and urgent care sites, Philadelphia and King of Prussia campuses)
- 100-plus devices in total for more than 40 languages (spoken and sign language)
- Telehealth interpreting
- Translations of vital documents
- CHOP Speaks Your Language System allows patients' families with limited English proficiency to call CHOP with an interpreter already on the line for top 16 languages
- Language Proficiency Assessment for bilingual/multilingual staff members

To reduce the risk of non-compliance with medication and treatment and risk for serious adverse events, CHOP continues to develop low-literacy, culturally relevant, multilingual health education materials and make them easily accessible. Under the umbrella of Patient and Family Services, there is a new long-term and well-supported initiative that focuses on family educational material. The existing and newly created materials shall be reviewed for health literacy, organized, updated, translated and made accessible to patients and families. *continued >*



*Zenish, 8, David, 4, and their mother, who speak Bhutanese, get help from a video language interpreter during their visit with Khoi Dang, MD, in CHOP's South Philadelphia primary care office.*

### Expansion of online scheduling tools to Spanish and other languages

MyCHOP, the hospital’s online patient portal to a child’s electronic health record, has been available in Spanish as of late 2021. Work is underway to expand this to seven additional languages. We have a goal of online scheduling of 10% for Specialty Care appointments. Currently we are at just over 7%. Families signed up for MyCHOP accounts are at about 80%, which is a large improvement from previous years when it was below 65%.

### Expand the CHOP Refugee Health Program

The CHOP Refugee Health program expanded services for medically complex children and a broad array of humanitarian entrants. This includes seeing additional asylees in collaboration with HIAS-PA and serving more than 200 medically complex Afghan child evacuees via leadership in CHOP’s Afghan Health Taskforce. We served many more Afghan evacuees as volunteers when CHOP’s team came to the Philadelphia International Airport as refugees arrived. Additionally, our team worked with CHOP’s Community Impact team to deliver boxes of culturally appropriate food to 120 refugee families during the 2020 lockdown.

To keep our patient families as healthy as possible, we made 150 phone calls to ensure refugee families were aware of seasonal influenza vaccination walk-in hours, made over 100 calls to ensure refugee families were aware of COVID-19 vaccination opportunities, and led a project to send CHOP text messages regarding COVID-19 vaccination in 16 languages.

## Language Services Program



**80 to 90 languages**

provided per year



**20 to 25 interpreters**

highly proficient, certified and experienced staff



**529,000 interpretation encounters**

during 2019-2021



**100+ bilingual staff members**

evaluated for language proficiency



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Office of Community Impact

Learn More:

[www.chop.edu/community](http://www.chop.edu/community)

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