



**Riddle Hospital**

Main Line Health

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# Community Health Needs Assessment: *Community Health Needs Priorities and Implementation Plan*

May 2013

## About Riddle Hospital

Opened in 1963, Riddle Hospital (Riddle) is a not-for-profit, acute-care hospital with 204 inpatient beds and 23 Transitional Care Center beds. Riddle has been nationally recognized by The Joint Commission, HealthGrades, the Society of Chest Pain Centers and other health care ratings organizations for its high quality patient care. The hospital offers a full range of services including maternity, orthopaedic care and cardiovascular care--aided by a dedicated team of health care professionals and advanced technology. The emergency department provides 24-hour care. Health Center 4, a LEED Certified Gold building, houses a variety of outpatient programs and a state of the art surgical center. In 2007, Riddle became a member of Main Line Health, a not-for-profit, integrated healthcare system that includes four acute care hospitals (Lankenau, Bryn Mawr, Paoli and Riddle), a physical rehabilitation hospital (Bryn Mawr Rehab Hospital), outpatient centers, home care services, physician practices, and the Lankenau Institute for Medical Research.

Riddle Hospital is truly part of the fabric of the community. Our Community Health Services Department reinforces this commitment in a variety of ways. From support groups and services to wellness screenings and seminars, our team and initiatives go far beyond our hospital's four walls into the neighborhoods and towns we serve. The team works closely with local organizations, schools and senior living facilities. The data and insights from this Community Health Needs Assessment confirm our community's need for the services we offer. However, it also highlights the need for increased focus on priorities such as the needs of our senior population, cardiovascular care, cancer screenings and arthritis.



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## **Priority: Improve the health and meet the needs of our growing senior population**

### **Supporting Information:**

- Older adults are the fastest increasing age segment in the Riddle Community Health Needs Assessment (Riddle CHNA) area. Adults 65+ account for 70% of hospital admissions. There are five nursing homes and seven continuing care retirement communities (CCRCs) in the Riddle CHNA area. Coordination of care with these facilities and this community is important to maintain an individual's health and prevent hospital readmissions.

### **Goal 1: Meet the needs of seniors who are aging in place**

- In a recent study, a majority of older adults reported that remaining in their own homes as long as possible is important to them. The same is true in the Riddle CHNA area. However, about 33% of older adults are concerned they can't afford to remain in their homes due to living costs. This preference, combined with the graying of the baby Boomer generation, represents a potential increase in the demand for home care services, support services and lifestyle programs.



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# **Priority: Improve the health and meet the needs of our growing senior population (continued)**

## **Goal 1: Meet the needs of seniors who are aging in place**

### **Action Items:**

#### ***Community Outreach***

- Support the socialization of seniors through monthly Senior Suppers. This offers a social outlet for seniors who continue to live in their own homes, while educating them on healthy living.
- Participation in existing community fairs geared toward seniors (CCRCs, legislator-sponsored events, community organizations).
- Offer Mature Driving Program which educates older adults on how to compensate for physiological changes that happen as they age.
- Quarterly Brown Bag Medication Programs in the community and creation of a medication tracker that can be handed out in the community, at local pharmacies and to inpatients.
- Host seminars throughout May for Older Americans' Month.
- Remain actively involved in NICHE (Nurses Improving the Care of Healthsystem Elders).

#### ***Outpatient Programs***

- Continued support of the Lifeline program, offering older adults a medical alert button and coming soon, a global positioning system (GPS) feature that allows older adults who live on their own, as well as their loved ones, peace of mind.

#### ***Inpatient Programs***

- Continued partnership with County Office of Services for the Aging (COSA) on educating inpatients, at time of discharge, the services that are available to them once they are home.



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## **Priority: Improve the health and meet the needs of our growing senior population (continued)**

### **Goal 2: Address incidence of falls, both in the community and while inpatients**

- Falls can be a barrier to independent living. Roughly, one in seven older adults in the Riddle CHNA area has fallen in the past year. Falls can lead to visits to the emergency room or a hospital stay. As such, falls may be a cause for additional monitoring.

#### **Action Items:**

##### ***Community Outreach***

- Host six community lectures annually on fall preventions.

##### ***Outpatient Programs***

- Continued support of the Lifeline program, offering older adults a medical alert button and coming soon, a GPS feature that allows older adults who live on their own, as well as their loved ones, peace of mind.



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## **Priority: Improve the health and meet the needs of our growing senior population (continued)**

### ***Inpatient Programs***

- A focused program on ambulating our older inpatients early in their stay, allowing them to go home comfortable and confident. This is part of a fellowship program through Sigma Theta Tau International Geriatric Leadership Academy sponsored by Hill Rom.
- Specific staff (Physical Therapist, Injury Prevention Educator and Occupational Therapist) to meet with individuals and/or family of those individuals admitted with a fall-related diagnosis. The purpose is to initiate a conversation identifying some of issues that may have lead up to the fall, in the hope to get them remediated prior to return to home setting.
- Establish a goal around patients admitted for a fall and readmission rates.

### **Goal 3: Address the needs of our patients' caregivers as they take the lead in the care of their loved ones**

#### **Supporting Information:**

- The percentage of all adults (18 years or older) caring for an adult 60 or older with a long-term disability or illness was steadily increasing until a recent dip in 2010 in the Riddle area, falling below the regional rate. As the population ages, formal and informal caregiving will continue to be an important issue. As the health care needs of these older adults increase, they may transition to the need for formal home care services, assisted living or skilled nursing home care. There may be a need for respite care, as caretakers need a break from their care-taking duties. Support for caregivers was identified as an issue by the Main Line Health physician medical staff.



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## **Priority: Improve the health and meet the needs of our growing senior population (continued)**

**Goal 3 (continued): Address the needs of our patients' caregivers as they take the lead in the care of their loved ones**

### **Action Items:**

#### ***Community Outreach***

- Create a database of services that are available in our community on the web and as a printable guide on the Main Line Health System website.
- Provide caregiver programs on campus on Saturday mornings geared toward the sandwich generation and focused on activities of daily living, medication management and emotional support.
- Host an Aging Awareness Fair in the spring geared toward the needs of caregivers.
- Introduction of a monthly Alzheimer's Support Group for caregivers.
- Provide education to caregivers about the advanced directive process and encourage them to discuss planning for decision making with parents and significant others.

#### ***Inpatient Programs***

- Continued partnership with COSA on educating inpatients at time of discharge about the services that are available to them once they are home.
- Provide education to physicians and hospital staff about advanced directives and foster patient, health care team, and family discussions through the treatment process.

## **Priority: Improve the health and meet the needs of our growing senior population (continued)**

### **Goal 4: Address the spiritual and special needs of seniors**

#### **Supporting Information:**

Older adults are the fastest increasing age segment in the Riddle CHNA area. Adults 65+ account for 70% of our hospital admissions. There are five nursing homes and seven continuing care retirement communities (CCRCs) in the Riddle CHNA area. Coordination of care with these facilities and this community is important to maintain an individual's health and prevent hospital re-admissions.

#### **Action Items:**

##### ***Community Outreach***

- Provide education to caregivers and patients about the advanced directive process and encourage them to discuss planning for decision making with parents and significant others.
- Work with community partners who represent different faith groups to ensure accessibility to spiritual counseling and support

##### ***Inpatient Programs***

- Continued partnership with Neumann University graduate program to provide expanded spiritual counseling and support through supervised student experiences with Riddle patients.
- Continued development of technology support for hearing-impaired patients at Riddle that would improve accessibility at the patient bedside.
- Establish palliative care program at Riddle through participation in national initiative beginning in January 2013.



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## **Priority: Improve the health and meet the needs of our growing senior population (continued)**

### **Organizations and Groups Involved:**

- NICHE
- COSA
- Local CCRCs
- Local Businesses and Civic Leaders

### **Riddle Programs Involved:**

- Community Health Services
- Physical Therapy
- Marketing
- Lifeline
- Pharmacy
- Physicians (Primary Care, Gerontologists)
- Nursing
  - Geriatric Nurse Practitioner
  - Geriatric Excellence Steering Committee
  - NICHE Representatives



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## Priority: Cardiovascular Care

### Supporting Information:

- Riddle CHNA residents and their health care providers are doing an excellent job in screening for clinical risk factors, namely high blood pressure. The prevalence of heart disease is higher than the Southeastern Pennsylvania (SEPA) population; over one in four adults have high blood pressure and/or high cholesterol.
- The Riddle CHNA area population is above the Healthy People 2020 targets for measures. However, heart disease is the leading cause of death in the Riddle CHNA area, and for stroke, the age-adjusted mortality rate is higher than for SEPA. A focus on risk factors may help address these problems.
- For example, the percentage of adults who smoke has generally been flat over the last several years in the Riddle area and SEPA. However, the percentage of adults smoking in the Riddle CHNA area (15%) remains above the Healthy People 2020 target (12%). There is a continuing need to encourage and support smokers in their cessation efforts. The Riddle CHNA area is above (28.8%) the Healthy People target (26.9%) for hypertension and above (29.4%) the target for hypercholesterolemia (13.5%).



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## **Priority: Cardiovascular Care (continued)**

### **Goal 1: Keeping the community informed by focusing on risk factors and signs of heart and vascular disease**

#### **Action Items:**

#### ***Community Outreach***

- Continued focus on the risk factors that lead to heart disease, such as tobacco cessation programs, free blood pressure screenings and free cholesterol voucher programs.
- Enhanced focus on educating the community on stroke awareness and heart disease, including Heart Month activities, Senior Suppers and outreach to local CCRCs.
- Increase awareness of heart disease to our area youth by educating on the presentation of, as well as signs of heart attacks through school outreach programs, Cardiopulmonary resuscitation (CPR) certifications and education in Safe Sitter classes.
- Evaluate and expand current screening programs in the community to include a targeted focus by nurses each month on risk factors (example: one month focus on questions regarding sleep habits, the next on signs of stroke, the next on tobaccos usage, etc.).
- Perform a community ST-Elevation Myocardial Infarction (STEMI) alert to show the community the signs of a heart attack, how care is administered by EMS and what a person would expect at the hospital. This would be narrated by members of the Riddle Hospital care team at a public setting, such as the annual Middletown Township Community Day.
- Implementation of the vascular screenings for peripheral vascular disease.

#### ***Outpatient Programs***

- Outpatient programs geared toward cardiovascular health including wellness programs at the Riddle Hospital Fitness Center, Diabetes Education Program, and Cardiac Rehabilitation.



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## **Priority: Cardiovascular Care (continued)**

**Goal 1: Keeping the community informed by focusing on risk factors and signs of heart and vascular disease**

**Action Items:**

### ***Inpatient Programs***

- Remain actively engaged in patient care as a Certified Chest Pain Center with the Society of Cardiovascular Patient Care and a Certified Stroke Center by The Joint Commission.
- Use electronic medical record alerts for all readmitted CHF patients to prompt nurses on education and outreach.
- Inpatient counseling for tobacco users with follow up, and support in a community setting.

## **Priority Area: Cardiovascular Care (continued)**

### **Organizations Involved:**

- American Heart Association
- Local CCRCs
- American Stroke Association
- Local Schools and Youth Organizations
- Society of Cardiovascular Patient Care
- Local Businesses and Civic Leaders
- Middletown Township

### **Riddle Programs Involved:**

- Community Health Services
- Physicians (Cardiologists, Neurologists, Primary Care)
- Marketing
- Emergency Department Staff
- ALSU
- Cardiac Rehab
- Nursing
- Fitness Center
- Diabetes Education Program



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## Priority: Increase the availability and ease of routine cancer screenings for members of the community

### Supporting Information:

- Cancer is a leading cause of mortality in the Riddle area as it is in the U.S. Prostate and breast cancer have the highest incidence rates of cancer in the Riddle area. The incidence rates for breast, colorectal, lung, pancreas and prostate are about the rates of Southeastern Pennsylvania.
- Public health efforts regarding cancer focus on detection and prevention of the disease through modifiable risk factors such as smoking cessation, diet and exercise.



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## Priority: Increase the availability and ease of routine cancer screenings for members of the community (continued)

**Goal 1: A concerted focus on breast health, including screenings and clinical expertise.**

### Supporting Information:

- Breast cancer screening rates in the Riddle CHNA area peaked in 2006 and have declined through 2010. Screenings rates in SEPA have been consistently lower than Riddle's area, although the gaps have narrowed for both clinical breast exams and mammograms.
- The study shows that around 80% of women over the age of 40 (per American Cancer Society recommendations) have had a mammogram in the past two years.

### Action Items:

#### *Community Outreach*

- Offer alternatives ways for women to receive their mammograms through continued offering of “Walk-In Wednesdays” to get mammogram without an appointment, and social events, such as “Mocktails, Manicures and Mammograms.”
- Provide a “no-hassle” option to increase the number of same-day mammogram and OB/GYN appointments.
- Continue to offer free mammograms to un- and under-insured women through partnership with Linda Creed Breast Cancer Foundation and supported by Riddle Hospital Comprehensive Breast Center staff.
- Continue being at the forefront of standards for breast care through certification by the National Accreditation Program for Breast Centers.
- Education at 55+ communities to promote that breast health needs to be lifelong.



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## **Priority: Increase the availability and ease of routine cancer screenings for members of the community (continued)**

**Goal 2: A focus on increasing Prostate Cancer Screenings for men over the age of 40 and those in high-risk populations**

**Action Items:**

### ***Community Outreach***

- Enhance and expand free prostate cancer screenings (currently screen about 80 men each year) by increasing frequency to meet a new patient population.
- Consider partnership with the Gary Papa Foundation.

**Goal 3: A focus on increasing Prostate Cancer Screenings for men over the age of 40 and those in high-risk populations.**

**Action Items:**

### ***Community Outreach***

- Shift the target of education regarding colorectal health to a younger demographic by focusing education on lifestyle issues such as nutrition (Ex: “Fighting Cancer with a Fork and Knife”).
- Improve processes for ease of colonoscopy scheduling.



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## **Priority: Increase the availability and ease of routine cancer screenings for members of the community (continued)**

### **Organizations Involved:**

- Linda Creed Breast Cancer Foundation
- Gary Papa Foundation
- NAPBC

### **Riddle Programs Involved:**

- Community Health Services
- Physicians (Oncologists, OB/GYN, Radiologists, Urologists, Gastroenterologists)
- Marketing (Contact Center)
- Emergency Department Staff
- Cancer Center
- Nutrition Center
- Comprehensive Breast Center



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## Priority: Arthritis

### Supporting Information:

- About one in three older adults have a chronic condition in the Riddle CHNA area. Arthritis is the most common chronic condition among adults in this area. The Riddle CHNA area rates for Arthritis (26%) is higher than the SEPA rates (23%). Of note, the Robert Wood Johnson Foundation, “County Health Rankings & Roadmaps” website ranks Delaware County as the 37th healthiest county in PA, although, the Riddle CHNA area represents a healthier population segment within the county.

### Goal 1: Increase the education and support for people suffering from arthritis

#### Action Items:

- In partnership with The Arthritis Foundation, kickstart an arthritis support group on campus.
- Offer arthritis friendly exercise program at the Riddle Hospital Fitness Center (consider low/no cost options).
- Increase education in the community with lectures on “My Achy Joints” to help educate people on the lifestyle, medical and surgical options to help treat arthritis.
- Participation in the Silver Sneakers program at the Riddle Hospital Fitness Center.



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## Priority: Arthritis (continued)

### Organizations Involved

- The Arthritis Foundation

### Riddle Programs Involved:

- Community Health Services
- Physicians (Orthopaedics, Rheumatologists)
- Marketing (Contact Center)
- Fitness Center
- Outpatient Rehabilitation
- Orthopaedic Nurse Manager



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## Priority: Cultural/Diversity

### Supporting Information

Cultural awareness and competence improves the quality of care and health outcomes. Being culturally competent and understanding the varying health needs of diverse populations is important to eliminate disparities of care and to remove any cultural barriers for accessing care.

There are pockets of diverse population in the RH community. Although there is limited information on these sub-populations, they may contain persons with varying health needs that may need to be addressed.

**Goal 1: Participate in the Main Line Health System-wide Diversity and Inclusion Initiative that is comprised of numerous high level committees and Diversity and Cultural Competence work groups.**

### Action Items:

- Active participation on MLH “Disparities in Care Work Group” to assess current and projected state of care across MLH related to diverse patient base (racial, cultural, age, gender, sexual preference).
- Active participation on MLH “Community Work Group” to convey the findings and recommendations of the community health needs assessment, better understand the health needs of pockets of diverse populations and ensure that care and education is aligned with the health needs of the community.



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The following health needs are important to the community, however, they are not being addressed with specific implementation plans, as services to address these areas are already being provided throughout the Riddle and MLH System communities.

### Obesity/Diabetes/Nutrition

Riddle currently provides services to address obesity/diabetes/nutrition in the community. Currently, Riddle promotes and participates in community events focused on nutrition and healthy living education. Obesity is a risk factor for cardiovascular disease, which is a health priority for Riddle. In this context Riddle will be addressing obesity/diabetes via various outpatient and wellness programs. Additionally, other MLH hospitals have identified obesity as a priority and a MLH system-wide work group is being implemented to coordinate and share best practices across the health system for addressing this health need. Riddle will actively participate in the work group.

### Asthma

Although asthma was a primary concern for school nurses, Riddle does not provide pediatric specialty services. Therefore, community pediatricians and MLH pediatric partner, Alfred I. duPont Nemours Children's Hospital are better suited to address this issue.



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### Behavioral Health

As noted, there are some data gaps to thoroughly understand the specific behavioral health issues in the community. Regardless, Main Line Health has several uniquely designated behavioral health centers, each specializing in a level of care and treatment. For families and individuals coping with issues like psychiatric disorders, addictions or other problems which affect one's sense of well-being and participation in life, the Main Line Health Behavioral Health network provides numerous services for the RH and MLH community. All MLH Hospitals can either care for or provide referrals for persons in need of Behavioral Health services.

### Dental Health

The percent of the 65 plus population that lacks dental insurance coverage slightly exceeded the benchmark of SEPA. RH does not have the expertise to address this need. However, through various educational programs for the senior population (which is a priority area), RH will refer those persons in need to dental clinics when the need arises.