Well
Focused

Meeting the needs of Central Pennsylvania’s communities

WellSpan Ephrata Community Hospital
WellSpan Gettysburg Hospital
WellSpan Good Samaritan Hospital

WellSpan York Hospital
WellSpan Surgery & Rehabilitation Hospital
WellSpan VNA Home Care
WellSpan Medical Group
Our charitable mission

Working as one to improve health through exceptional care for all, lifelong wellness and healthy communities.

This report features an overview of our community benefit activities in fiscal year 2015. Additional information on WellSpan’s support of our communities can be found by visiting wellspan.org/community.
In 2015, the people of WellSpan Health ...

- Cared for more than 54,000 patients in our hospitals
- Educated more than 2,000 people on living healthier lives
- Helped patients pursue improved health through more than 920,000 patient visits to primary care practices
- Received more than 190,000 visits to WellSpan hospital emergency departments
- Welcomed more than 5,000 newborns into our community
- Trained more than 500 medical residents and visiting medical students
- Volunteered for more than 125 nonprofit community organizations
- Educated more than 28,000 people on the dangers of tobacco use
- Educated more than 28,000 people on living healthier lives

WellSpan Health is proud to be an active member of Central Pennsylvania’s communities. We are committed to understanding local health care needs and working with physicians, community leaders and residents to provide services and programs in our communities.

Includes numbers from WellSpan Good Samaritan Hospital, which became part of WellSpan Health on July 1, 2015.
Creating Healthier Communities

The people of WellSpan Health are transforming care and improving the health of our communities by creating innovative ways to help our friends and neighbors achieve their health goals.

Coordinating care for the mind, body and spirit: One man’s story

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Jackson, 33, suffers from chronic heart problems. Before working with Miller, his life was filled with pain, depression and anxiety. In 2012 he visited the WellSpan York Hospital Emergency Department approximately 100 times.

“My life was very frustrating before my mental health diagnosis,” Jackson says. “I sat in my house on the couch and wouldn’t go outside. I was sick every day.”

“Depression doesn’t just impact the individual,” Miller says. “It’s a huge cost to the health care system and the community.”

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Karen Jones, M.D., senior vice president of WellSpan and president of the WellSpan Medical Group, believes this innovative approach to treating physical health and behavioral health together will reduce costs and improve the patient experience.

“The behavioral health piece of our care redesign is going to be huge,” she predicts. “This is absolutely where we need to go. The early signs are very promising.”

The integration of behavioral health is reducing health care costs and opening the door to further expansion of services and improved patient outcomes.

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“I’m a mental health therapist,” Miller says. “It’s extremely convenient and less threatening than having to travel somewhere they have never been. It’s all part of their primary care.”

National attention for local success

Miller says the pilot program in selected WellSpan Medical Group practices is producing “encouraging results,” which are attracting national attention. Miller has discussed the program at national conferences in San Antonio and Chicago. “At least professionals want to know more about what we’re doing,” he says.

With 1 in 4 Americans experiencing a behavioral health illness, the impact on individuals, families and the community is tremendous, Miller says. According to the most recent Community Health Assessment, depression rates in York and Adams counties exceed the state and national averages.

Besides affecting a person’s physical condition, depression affects virtually every other aspect of a person’s life, Miller says. Depression is a common cause of absenteeism at work. And, even if a depressed person is at work, he or she tends to be less productive.

Depression also affects a person’s relationships. Depressed people often experience mental difficulties, and it’s usually difficult for them to meet their parenting responsibilities. Depressed parents tend to raise depressed children. It’s a cycle that permeates a family.

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Feeling Blue: Bringing depression out of the dark

Depression is a common and serious health condition that affects people of all ages, races and genders. It impacts the way people feel and think, as well as how they live, eat, sleep and act.

In York and Adams counties, recent community health assessment results indicate that 3 in 5 adults report having one or more days with depressive symptoms over a two-week period. To address this concern, WellSpan Health, Healthy Adams County and the Healthy York County Coalition launched a depression awareness campaign called "Feeling Blue" and feeling-blue.com, a website dedicated to enhancing awareness of depression and providing self-management tools for those with mild depression.

"A key concern is that individuals are often hesitant to seek help or tell others about their depression," explains Deb Gogniat, coordinator, Healthy York County Coalition. "This often makes symptoms worse. To reduce the stigma, the website’s message that ‘you’re not alone’ is both a resource for local residents and a positive step to improving quality of life in our community."

Since the mid-1990s, the Healthy York County Coalition and Healthy Adams County have worked to unite stakeholders for community improvement. Other groups that joined these coalitions and WellSpan Health to promote a greater awareness of depression and its treatment through the "Feeling Blue" campaign included: Collaborating for Youth, Community Care, Hanover Hospital, National Association of Mental Illness – York County, Penn-Mar Human Services, Southern Community Services, TrueNorth Wellness Services, York/Adams MH-IDD Program and York County Suicide Prevention Coalition.

How “Feeling Blue” has made an impact*

- More than 11,000 online sessions
- More than 9,000 unique visitors
- Approximately 19% return visits
- More than 87% would recommend to a friend
- The information left me feeling as though someone does care," commented one site user.

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Kathy Gaslin, executive director of Healthy Adams County, tells the site’s "a great local resource that has helped our community in several ways, including providing connections to local resources and raising awareness about the issue and how many people it affects. It also gives us pertinent ways we can help ourselves and others manage depression."

Gogniat echoes this sentiment: “The volunteers who developed this website hoped it would help change the dialogue around this significant issue. The website is both a resource for local residents and a positive step to improving quality of life in our community.”

A time of tragedy; a resource to help

In 2014 Yeimi (Jamie) K. Gagliardi received life-altering news: Her 8-year-old son was diagnosed with brain cancer. As expected, the diagnosis left Gagliardi and her family dealing with a host of emotions and the challenge to live the journey one day at a time.

Fortunately, says Gagliardi, who is the Latino/Hispanic Health Educator for WellSpan Health, her son’s diagnosis coincided with her work on the “Feeling Blue” campaign to raise awareness about depression.

"During the time of my son’s illness I made it a point to follow the development of the website, because each new topic offered something I could actually provide help or advice. I deal with the stress and difficult emotions we were going through,” she says. “There were so many things we couldn’t control with his illness, and the website gave me things I could do for myself.”

Gagliardi points out that the purpose of feeling-blue.com is not to treat depression but to raise awareness and connect people with resources.

"The reality for many people in the community is that emotions, situations, family, health and financial problems can be overwhelming," she says. "It is difficult to get to the point where you can step back and realize you may need help; you are putting out fires every minute of your life. Your friends and family want to help but don’t know how to. There is no magic fix, but it is important to have access to trustworthy information to help get us back on track.”

"I still visit feeling-blue.com, and I am grateful it helped lead me to great resources for giving and to support groups for me and my family.”

In particular, Gagliardi says, the website’s content helped her "find words for what I was feeling and tools to help me understand when to ask for help. Sometimes we don’t know how to begin the conversation with our health care team.”

She also says she shared the site with her family members to help them in coping with their difficulties surrounding her son’s illness. "It was difficult sometimes to be helpful to my family,” she says. "I sent this website around to my family to start a conversation and to make it OK to ask for help. Some themes resonated more with some family members than others, but we still use it to find ways to be active, healthy and connect."

"The nature of my work is about connecting with others, around health education and community outreach,” Gagliardi adds. "During that time of my life I was dedicated to my family and son and stepped back from that role, but made a promise to find ways to continue to be connected, especially to continue to find ways to help others, to give back to the community and to get involved in the issues that matter to me and my family.”

Pictured: Yeimi (Jamie) K. Gagliardi consulted feeling-blue.com following her son’s cancer diagnosis.
Helping Central Pennsylvanians navigate the transforming health care environment

Since 2012, WellSpan Health has partnered with public media organization WITF to help Central Pennsylvanians better understand the dramatic changes occurring in health care and the impact of those changes on local communities and the individuals who live there.

"Transforming Health" is a public-information campaign that focuses on the personal choices Americans are facing as the nation’s health care system shifts toward a system in which partnerships are established to manage overall well-being.

"Transforming Health" is about health care, its quality and its costs. But most importantly it’s about maintaining health in the first place, through individual and collective action. The series looks at the rapidly approaching future of health care in America and in Central Pennsylvania.

In 2015, “Transforming Health” focused on a range of relevant health topics, including the changing model of primary care and the roles of new providers, Pennsylvania’s health insurance open enrollment through the Health Insurance Marketplace, and caregiving and palliative care.

The program used broadcast, print and electronic media along with special events that delivered 59 million impressions to viewers across the region.

“The themes of health reform and related forces suggest that the health care terrain with which we have all become familiar is in the midst of tremendous change,” says Kevin H. Mosser, M.D., WellSpan president and CEO. “We believe that the ‘Transforming Health’ initiative has helped bring into focus the many and varied issues, challenges and opportunities that we are facing as we seek to maintain our personal health in this dynamic environment.”

More information about “Transforming Health” – including articles, news segments, features and online discussions about the global issues and local perspectives related to these important topics – may be found on WITF-FM and WITF-TV in Central PA Magazine and www.transforminghealth.org.

WellSpan Welcomes Philhaven

Together, the two health care organizations will bridge the gap between physical and mental health.

Based in Mount Gretna, Philhaven, the 14th largest mental and behavioral health provider in the United States, joins WellSpan Health in early 2016. The affiliation will enhance access to behavioral health care across Central Pennsylvania and improve overall health by coordinating care for the body, mind and spirit.

Behavioral health has consistently ranked among the top health care needs throughout the communities of this region, yet the demand for services has far outstripped the supply of qualified behavioral health providers, according to WellSpan Health President and CEO Kevin H. Mosser, M.D. Despite this increased need, many health care organizations no longer provide those services because they are difficult to sustain operationally and financially, he says.

“This affiliation brings together WellSpan’s extensive network of health care providers with Philhaven’s respected behavioral health organization for the benefit of our patients and our communities,” Mosser says.

Both organizations have a shared mission of providing patient-centered, community-based care. And that shared mission will enable Philhaven – as an integral part of WellSpan – to continue its legacy of providing high-quality, compassionate behavioral health care to patients throughout Central Pennsylvania.

Through its affiliation with Philhaven, WellSpan is committed to developing a behavioral health organization with diverse levels of care, support for all patients, innovative practices and strong outcomes. The health system has also committed to developing local education and training programs to attract future behavioral health providers to the region.

WellSpan Philhaven at a Glance

- 14th largest mental and behavioral healthcare provider in the United States
- Founded in 1952 in response to inhumane conditions in state hospitals
- More than 1,100 employees, including nearly 60 doctors (M.D., Ph.D. and Psy.D.)
- 50 programs in 22 locations in Lebanon, Lancaster, Dauphin and York counties
- 25,000 individuals served every year across a continuum of care that includes:
  - Hospitalization
  - Residential and day programs
  - Outpatient counseling
  - Home-based, school-based and community-based support

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York & Lancaster counties: Partnering with libraries to encourage kids to ‘Get Outdoors’ and be active

In partnering with libraries in York County and Ephrata for a summer program called “Get Outdoors” — or “GO!” — WellSpan hoped kids would spend more time walking outside. By program’s end, participating kids had logged a cumulative 22,923 miles — almost the distance around the Earth.

The GO York program began in 2008 as part of a Healthy York County Coalition Healthy Lifestyles Task force effort to battle the 35 percent child obesity rate in Pennsylvania. Part reading program, part scavenger hunt, GO! ties outdoor activities to featured books. This past summer, the “GO! & Feed Your Thirst!” theme encouraged kids to follow clues to find etchings of heroes — a police officer, a farmer, a coach, a firefighter — at various posts. At each post, kids used crayons to make a rubbing and earned prizes for their efforts.

“We like the idea that the whole mission of the program is to get kids out of the house and into the community,” says Joy Ashley, development director for the Ephrata library.

Both the York and the Ephrata programs had Facebook pages, where participants posted photos of their hunts for the posts and also offered recommendations for local foods. “It’s something free to do in the summer. People love finding new parks and they are always learning something new. They love the scavenger hunt nature of it.”

“We did a family and groups together around a common purpose, which is getting out and being physically active,” says Kevin Alvarnaz, WellSpan’s director of community health and wellness. “It’s something free to do in the summer. People love finding new parks and they are always learning something new. They love the scavenger hunt nature of it.”

“Many kids simply aren’t being taught to cook at home.”

Class sessions take place at the Adams County Arts Council building in Gettysburg, which features a large, restaurant-style kitchen for culinary instruction. This past year, 40 students participated in the program.

“There’s a disconnect with the way people think about food anymore,” says Judy Marti, the council’s arts education coordinator. “Everything is prepackaged and you just throw it in the microwave. We want to give young people an alternative to processed foods.”

Marti, who practices organic farming, said she first talked with local teens to measure their interest in learning to cook. “There’s a disconnect with the way people think about food anymore,” Marti says. “Getting these kids early — before their tastes and food prejudices are set — is really helpful,” she says.

“Kids say, ‘I don’t like fruit!’ or ‘I don’t like vegetables!’” Marti says. “They don’t want to eat anything green. But you can introduce them to new foods that are healthy, teach them how to prepare them, and then maybe they’ll be open to thinking about them.”

“I will never repeat this word,” Marti says. “But they will try it.”

“And when they do try it, they might discover something they like.”

In Adams County, WellSpan and the Adams County Arts Council have teamed up to teach teens about proper nutrition through the “Eat Smart, Play Hard” program. The six-week program, held in the fall and spring, also includes physical activities such as yoga and Zumba, but students spend most of their time in the kitchen.

The program’s purpose is to instill healthy eating choices and habits in young people. These goals are intended to help combat unhealthy eating trends related to daily vegetable consumption indicated by recent community health assessments of Adams County residents.

“We want to expose kids to foods that are healthy but they might not be familiar with,” says Betty Wargo, WellSpan community health nutritionist. “The idea is to show them how to prepare the recipes, and then hopefully they’ll go home and duplicate it for their families.”

Wargo worked with Chef Jeremy Schaffner of the South Central Community Action Program to design the curriculum. Middle school and high school students learn to make dishes such as hummus, chicken on whole wheat quesadillas, turkey sausage and vegetables and Waldorf salad.

“The hands-on cooking experience is both relevant and memorable,” Wargo says. “Many kids simply aren’t being taught to cook at home.”

Plans for “Eat Smart, Play Hard” include expanding to include elementary school students. Wargo expects the fourth- and fifth-graders to be even more enthusiastic than their older peers.

Marti said the act of preparing unfamiliar dishes makes kids eager to taste them. Recently she saw a boy wrinkle his nose at chickpeas and declare an unabashed hatred for hummus. Twenty minutes later he was polishing off the bowl of hummus he had made.

As a final prospect, students invite their families and prepare a meal for them.

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Care for All

Thousands of Central Pennsylvanians have difficulty accessing the health care they need. At WellSpan, we believe that lack of sufficient health insurance should not be an obstacle to receiving care.

That’s why we offer discounted care to individuals whose income falls within 300 percent of federal poverty guidelines. Additionally, all uninsured patients, regardless of whether they qualify for charity care, receive discounts similar to those offered by private insurance companies. We also offer free care to patients who participate in our charity care program.

Together with our community partners, we support programs to take primary care and other outpatient services into urban and rural communities, improve access to oral health care and help people establish a medical home with a primary care physician.

It’s part of our commitment to providing high-quality health care to every member of our communities.

A helping hand

Here are some of the ways WellSpan helped provide health care services in 2015 to those who otherwise could not afford it:

• **The Family First Health Hannah Penn Center**, a partnership of WellSpan York Hospital, Family First Health and the City of York School District, received 3,828 acute and preventive visits from underserved adults and children.

• **York Hospital Community Health Center** provides primary care services, women’s health care, HIV care and pediatric care for medically complex conditions for people lacking sufficient health insurance. In fiscal 2015, there were 24,236 primary care visits and 12,431 obstetrics and gynecology visits to the center.

• **Family First Health’s Gettysburg Center** is a federally qualified community health center supported by WellSpan to provide medical and dental services in Adams County for underserved adults and children. In 2015, the center saw 7,792 health care patients and completed 4,593 dental visits.

• **The George W.T. Dental DDS Dental Center**, which is staffed by licensed dentists and residents from the WellSpan York Hospital Dental Residency Program, conducted 13,643 patient visits.

• **Hoodner Dental Center** received 5,769 dental visits from individuals lacking sufficient dental insurance and who qualify for medical assistance or the Healthy York Network.

• **Healthy York Network and Healthy Community Pharmacy**, a collaborative effort that facilitates access to discounted health care services and prescription medication for individuals who lack sufficient health insurance, provided assistance to more than 4,000 patients.

• **Healthy York Network** helped 400 people access health insurance programs.

• **ECH Cares**, a program of WellSpan Ephrata Community Hospital that helps patients cover health care costs, provided total benefits worth $6.7 million to more than 2,125 patients.

• **Welsh Mountain Medical and Dental Center** is a federally qualified health center with four locations in rural Lancaster County and Lebanon County. The center serves the general population along with Medicaid and uninsured patients. In 2015 they met care needs through 21,048 medical visits and 17,468 dental visits.

• **Thomas Hart Family Practice Center**, which is staffed by resident and faculty physicians at WellSpan York Hospital and provides acute, chronic, preventive and obstetric care for people lacking sufficient health insurance, totaled 26,123 patient visits.

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

- **Charity Care**: Cost of free care for patients who participated in our charity care program. $17.8 million
- **Medicaid**: Cost greater than what was paid to WellSpan by Medicaid. $84.9 million
- **Medical, Dental, Pharmaceutical**: Cost to support services that provided discounted medical, dental and pharmaceutical care to people in need. $16.5 million
- **Community Programs & Outreach**: $6.4 million

In total for fiscal year 2015, WellSpan provided more than $126 Million in community benefit.

WellSpan also provided more than $118 million in care that was not reimbursed by Medicare and $29.6 million in services to patients who received care for which they did not pay and who did not participate in the charity care program.

A Healthier Future for the People of Lebanon County

On July 1, 2015, Good Samaritan Hospital and WellSpan Health finalized an affiliation that enabled Good Samaritan to join WellSpan Health’s regional non-profit health system while enhancing the local system of care in Lebanon County.

This affiliation will improve patient access to needed services and continue efforts to deliver the high-quality health care that patients deserve.

Like WellSpan, Good Samaritan strongly believes in pursuing the good health of the community through educational events, health screenings and support groups that reach people outside of traditional health care settings. These efforts encourage people to become active participants in their own health and wellness by providing them with tailored health information and education. Offering the tools people need to better manage their health leads to a healthier community for everyone.

In total for fiscal year 2015, Good Samaritan Health System provided approximately $23.3 million in charitable and uncompensated care to the people of Lebanon County.

The complete 2015 Good Samaritan Hospital Community Report is available by request or by visiting wellspan.org/community.

There are many ways to measure the impact that WellSpan has had on the communities of Central Pennsylvania. Here are four important ways:
Healthy Adams County is a partnership of community members dedicated to assessing, developing and promoting improved physical, mental and social well-being. Key areas of focus include health literacy, healthy lifestyles, oral health, depression, children’s health and nutrition, and end-of-life planning. The group’s programs in 2015 included:

• The second annual “Preparing through Life for End of Life,” an interactive resource fair, along with other community events to increase awareness of end-of-life planning and available community resources;

• A “Healthy Choices for Kids” menu program for local restaurants to help address obesity;

• A suicide-prevention forum targeting adult males, which was attended by 40 people;

• The fourth annual “Healthy Options” voucher program for use at tobacco, provide resources for people to quit tobacco use and eliminate tobacco smoke pollution;

• Lighten Up Lancaster County Coalition involves schools, workplaces and communities addressing the various issues related to obesity and lack of physical activity.

• Let’s Talk Lancaster Coalition strives to improve the mental health and well-being of people by elevating collaborations among health care providers, consumers, families and caregivers. Reducing the stigma related to mental illness and improving consumer access to prevention, screening, treatment and recovery services are ongoing goals.

• Lancaster Health Summit is a partnership between LiveWell Lancaster and the Lancaster Business Group on Health. This annual event attracts more than 300 individuals joining together to enhance the culture of health in Lancaster County.

• Aligning Forces for Quality–South Central PA (AF4Q SCPA) is a regional health improvement collaborative that has received $450,000 in support of health and quality of life across Central Pennsylvania.

The Reach Out and Read program, which addresses early childhood literacy, distributed more than 3,500 books to children ages 6 months to 5 years through the Thomas Hart Family Practice Center and the York Hospital Community Health Center.

Trends of specially trained Emergency Department nurses at WellSpan York Hospital and WellSpan Gettysburg Hospital – SAFE teams – provided care to nearly 500 patients who were victims of domestic violence or child abuse in York and Adams counties.

Local governments and school districts were the beneficiaries of $2,548,600 in support for health and quality of life across Central Pennsylvania.

WellSpan Community Partnership Grants totaling $312,844 helped support the York County Libraries, Adams County Arts Council, Ephrata Public Library, Healthy Adams County, Healthy York County Coalition, Healthy World and YWCA of York County.

Outreach to the Latino population focused on childhood obesity, early prenatal care and Latino health, including educating more than 100 Latino community members on local health care resources and engaging nearly 1,000 Latino community members in the Binational Health Fair in conversations about healthy lifestyles, cancer prevention and mammograms.

The Operation Heartbeat rural AED program provided training in current AED and CPR guidelines for 447 law enforcement personnel, National Park Service staff and community members in Adams County.

Project SEARCH is a school-to-work program for students with disabilities that provides real-life work experience and preparation for employment. Since its inception in 2010, the program has successfully placed 60 percent of its graduates into employment. The group partners with Lincoln Intermediate Unit #12 (LIU), the Office of Vocational Rehabilitation (OVR) and Office of Development/Programs (ODP)/York/Adams MH/DD. This year the organization provided total workplace immersion for nine students and also launched its first program in Adams County in the fall.

WellSpan Ephrata Community Hospital staff devoted time to numerous community health initiatives including the Tobacco Free Coalition of Lancaster County, the Lighten Up Lancaster County, the Lancaster Health Improvement Partnership, the Lancaster Health Summit Planning Committee and the Mental Health Collaborative.
Helping the African-American community take wellness to heart

Embracing a wellness journey doesn’t require a complex plan. Sometimes just making a simple lifestyle change can make a big difference—starting an exercise program, for example, or quitting smoking.

That’s the approach of “For Heart’s Sake,” a WellSpan program in York that specifically targets African-Americans, the highest-at-risk group for cardiac disease and high blood pressure. This year marked the pilot of the program, which features two 10-week Zumba classes, a 10-week boot camp, twice-weekly walking parties and three healthy cooking classes.

The goal of the program was to improve cardiovascular risk factors, specifically lowering waist measurement, blood pressure and body mass index, among participants through 150 minutes of moderate physical activity per week and healthy eating practices.

“Participants tell us they enjoy the physical activity, interaction and camaraderie with others and learning about healthier eating and cooking,” says JoAnn Henderson, a community health worker with WellSpan. “One participant said, ‘I’m actually losing weight and having fun at the same time.’”

“For Heart’s Sake” is a collaboration among WellSpan Health, the City of York School District and local fitness resources. Program sessions typically include 30-40 people, both new and returning participants.

Part of the program’s success, Henderson says, was offering the classes at locations that are easily accessible to people who rely on public transportation. She also credits the community volunteer network that supports the program.

Meeting the health care needs of the Plain Community

For example, oncologists at WellSpan’s Ephrata Cancer Center understand that Plain Community members often prefer to try alternative cancer treatments first. “Our physicians and staff will say, ‘We are here for you. If you choose to come back, we’ll move forward.’”

As the program has launched across WellSpan, cultural awareness training has been provided to staff who are likely to care for Plain Community patients. These sessions address topics such as attitudes toward health care, religious beliefs, use of technology and financial concerns.

Because there are members of the Plain Community living in York, Adams and Lebanon counties, as well as in bordering regions, WellSpan has extended the Plain Community program that began in Ephrata.

Connecting with the Populations that Make Central Pennsylvania Unique

Health care is not one size fits all. Needs differ not only by age and gender, but also by geography, income, ethnicity and cultural beliefs. At WellSpan, our goal is to deliver health care programs that make a difference to Central Pennsylvania.
WellSpan works closely with community groups throughout Central Pennsylvania to offer residents the resources they need to get healthy and stay healthy. Here are some of the initiatives WellSpan supported in 2015:

- More than 1,200 students learned about internet safety, respect, healthy body image, goal setting and leadership skills at the Adams County Young Women’s/Young Men’s Annual 7th Grade Leadership Conference.
- In York County, more than 1,000 seventh-grade girls heard about social hierarchies and teen relationships, gender aggression, stress management, healthy body image and goal setting at the Young Women’s Leadership Conference.
- More than 800 Adams County and 500 York County children and adults participated in tobacco education and cessation activities at WellSpan York Hospital and WellSpan Gettysburg Hospital.
- Nutrition program participation highlights: 153 people completed the “Steps to a Healthier You” class; 48 people in York County participated in the eight-week A Healthy You weight-management program; and 45 young adults in Adams County participated in the “Eat Smart, Play Hard” program.
- Patients at select WellSpan Medical Group practices received a “prescription” to purchase fruits and vegetables; some of the patients receive Market Bucks monthly to help them purchase produce from select farmers markets.
- Participating schools, markets and organizations received resource kits and monthly newsletters to promote eating fresh produce items.
- More than 2,287 third-grade students from public and private schools attended Children’s Wellness Days, sponsored by the WellSpan York Hospital Auxiliary.
- The Safe Kids program focuses on injury prevention through bicycle, car seat, home and pedestrian safety initiatives. In 2015:
  - 1,755 children and adults participated in bike and pedestrian events
  - 174 children and adults participated in Buckle Up community events
  - Staff inspected 438 child passenger safety seats (car seats)
  - 1,317 children and adults engaged in home safety events
  - 1,162 children and adults received educational information on safe sports
- Nearly 13,150 program guides were distributed to public libraries for the GO York! and GO Ephrata! outdoor activity and reading program.
- Nearly 1,500 participants offered in health screenings for blood pressure and blood glucose. Additionally, flu vaccines were offered to community members, including free vaccines distributed by the Department of Health to underserved groups. In total, 700 Adams County residents received seasonal flu and pneumonia vaccinations.

WellSpan supports the Junior League of Harrisburg’s Healthy Beginnings Plus, a state-funded program that assists pregnant women who are eligible for medical assistance in having a positive prenatal care experience. It includes comprehensive prenatal care with group learning sessions and participation by a care team of obstetricians, nurses and midwives, a social worker, a dietitian and a dental hygienist. Hospital employees and residents support the program by donating baby supplies.

In Adams County, 1,032 people participated in health screenings for blood pressure and blood glucose. Additionally, flu vaccines were offered to community members, including free vaccines distributed by the Department of Health to underserved groups. In total, 700 Adams County residents received seasonal flu and pneumonia vaccinations.

Promoting lifelong wellness
Learning Initiatives

Care for tomorrow starts today

At WellSpan, we believe in the power of new ideas, new approaches, new discoveries and new people. That’s why we’re committed to programs to train the next generation of physicians, nurses and other clinical professionals. These programs not only allow us to stay abreast of new techniques to prevent, detect, diagnose and treat illness and disease, but also to ensure that we have well trained professionals prepared to care for our communities.

Learning initiatives that WellSpan supported in 2015:

More than 800 patients participated in clinical trials in the following categories: breast cancer, prostate cancer, skin cancer, esophageal cancer, colon cancer, lung cancer, cancer of the head and neck, depression in cancer patients receiving radiotherapy, coronary artery disease, coronary artery stents, cardiac arrest, chronic heart disease, seizures in adults and pediatrics, cervical dystonia, facial paralysis, pneumonia, orthopedic treatment and injury prevention, lung function and pain management.

More than 450 residents, visiting medical students and visiting residents cared for patients who don’t have a primary care physician. These professionals provide outreach and education for the community and often stay in our community long after their training is complete.

WellSpan York Hospital actively participated in training for nurses and allied health professionals, including clinical pastoral care, pharmacy residencies and internships, clinical laboratory science, nurse anesthetists, respiratory care, radiography, nuclear medicine technology and continuing education for emergency medical service personnel.

Certified diabetes education nurses of the Wellness Center of WellSpan Ephrata Community Hospital provided diabetes and insulin administration training to the staff of more than 40 assisted living facilities throughout the Lancaster County area. The training was offered at a minimal cost and focuses on the diabetes disease process, complications and the skills necessary to safely administer insulin.
Advancing our Mission

Philanthropy and volunteerism

The WellSpan community plays a vital role in supporting our charitable mission of service. For more than 100 years, our board members, staff and volunteers have joined with thousands of individuals and businesses to advance WellSpan’s mission and the important work of its three local foundations. Our community’s continued generosity supports our charitable mission of service and enables WellSpan to provide exceptional care for all.

Here are just some of the ways our foundations have helped our communities in fiscal year 2015.

Ephrata Community Health Foundation

Ephrata Community Health Foundation is a community-based, not-for-profit corporation that exists to inspire gifts and grants from individuals, foundations, corporations and other entities to support the health and well-being of people in northern Lancaster County. The foundation holds four major fundraising activities each year: Day in the Park, Wine Dinner, a golf tournament and the Starlight Gala. Proceeds from the events directly benefit programs and initiatives at WellSpan Ephrata Community Hospital. In fiscal 2015 the Ephrata foundation:

- Provided funds through the ECH Cares program, which helps patients who are unable to pay or have limited resources to pay their hospital bills;
- Provided funds for the Center for Heart Care, including the "low-salt food pantry," which helps patients who are living with heart failure manage their disease through healthy lifestyle changes;
- Provided funding for wellness programs targeting childhood obesity and pre-diabetes and promoting healthier lifestyles;
- Supported the Healthy Beginnings Plus program, which provides prenatal services to low-income women; and
- Provided support for the cardiovascular and operating room upgrades currently in progress at WellSpan Ephrata Community Hospital.

Gettysburg Hospital Foundation

Gettysburg Hospital Foundation supports the health and well-being of people in Adams County and communities in adjacent Northern Maryland. In fiscal year 2015, donations, grants and bequests to the community-based, not-for-profit corporation totaled $1.32 million. Of that total, $279,000 came from grants, and $114,000 was raised through three special events: the annual gala, tennis tournament and golf tournament. The remainder resulted from the generosity of individuals, corporations and organizations in the community.

More than $150,000 of donor support benefitted patients and the community through efforts that included:

- Assisting patients in financial distress through the Adams County Cancer Patient Help Fund and Mammography Help Fund;
- Offering a community-based healthy dining choices program, car seats and newborn sleep sacks through the Children’s Health Fund;
- Creating a healing garden at WellSpan Gettysburg Hospital through the Patient Experience Fund to support patients, families and staff;
- Providing continuing education for local nurses and health care providers through the Dr. Alan Carroll Lectureship Endowment for Nursing Excellence; and
- Involving 1,200 seventh-grade students in Adams County in the Young Women’s/Young Men’s Leadership Conference.

Pictured: WellSpan Gettysburg Hospital Healing Garden dedication
York Health Foundation

The York Health Foundation helps ensure that WellSpan York Hospital, as well as the other entities in York County, remain strong community resources able to provide care for all. In fiscal year 2015, the foundation raised nearly $4.078 million, including:

- $1.8 million for WellSpan York Hospital;  
- $169,027 for WellSpan VNA Home Care and WellSpan Specialty Services, including the WellSpan Surgery and Rehabilitation Hospital;  
- $110,806 for WellSpan Health;  
- $166,508 for the WellSpan Medical Group; and  
- $1.931 million for other medical care, community health and education and outreach activities across York County.

This fiscal year the foundation also:

- Supported the Emergency Department Redesign Project at WellSpan York Hospital through the WellSpan Golf Tournament and a special gifts initiative. The project will provide more timely, safe, effective and private care in a patient-centered facility;  
- Expedited the rollout of a program providing behavioral health support at primary care practices by supporting six positions with grants from the state Department of Health and Highmark;  
- Funded health coaches to work with patients who use the WellSpan York Hospital Emergency Department for low-acuity visits by promoting use of the primary care provider for non-emergency needs, resulting in an 11 percent decrease in these visits;  
- Provided support for the Super Utilizer Learning Collaborative, which works to decrease selected patients’ excessive and often unnecessary use of the health care system;  
- Funded patient assistance through the Cancer Patient Help Fund, providing critical support for rent, food, transportation and utilities for financially-qualified patients over and above any charity care provided to them;  
- Funded the SAFE (Sexual Assault Forensic Exam) Nurse Team to train additional nurses to care for victims of abuse; and  
- Funded WellSpan VNA Home Care through the Monopoly Night of Fun event, as well as through the Didi Spies Education Endowment, which provides opportunities for VNA staff to further their clinical education.

Volunteer and auxiliary support empowers outreach

In 2015, approximately 2,000 individuals volunteered more than 170,000 hours of service at WellSpan facilities across Adams, York and Lancaster counties. The value of these volunteer hours totals is in excess of $3.8 million.

The WellSpan Gettysburg Hospital and WellSpan York Hospital auxiliaries provide valuable support through innovative programs, preventive health education, community partnerships and fundraising. WellSpan Health is grateful for their efforts and generosity, which in fiscal 2015 resulted in:

- Installation of a healing garden on the WellSpan Gettysburg Hospital campus as part of the Healing Heart’s initiative to support improvements to the patient and family experience, thanks in part to the auxiliary’s Spirit of Hope Gala;  
- A generous $1 million pledge by the York Hospital Auxiliary to help the York Hospital Emergency Department create a Behavioral Health Unit;  
- More than $50,000 in support of the grants program at the annual Book Nook Bonanza and sponsorship of the 36th annual Children’s Wellness Days attended by more than 2,150 York County third-graders; and  
- Provided funding support to WellSpan Health for York County programs, including the Women’s Heart Program, the Young Women’s Leadership Conference, Breast Cancer Awareness, Nursing Research, Cardiac Rehabilitation and the Perinatal Bereavement program.

Volunteer and auxiliary support empowers outreach
WellSpan employees make regional impact through support of United Way

"It warms my heart to see the enthusiasm and love for the community, patients and customers we serve, especially during difficult times," she adds. "Every contribution, no matter how small, makes a difference," says David Dill, chairperson of WellSpan’s York County campaign. Dill notes that many programs funded by the United Way in York, Adams and Lebanon counties, would likely not exist without the generosity of WellSpan staff members.

Showcasing the support in our local communities, WellSpan employees contributed $527,356 to assist United Way programs and services in Central Pennsylvania in 2015. The amount represents individual pledges from WellSpan’s York, Adams and Lebanon county entities and WellSpan VNA Home Care.

Pictured: WellSpan Executive Chef Rosario “Russ” Campisi conducts a healthy cooking demonstration in York Central Market as part of First Friday festivities in downtown York.

Employee volunteerism embraces our communities

In 2015, employees supported a broad range of organizations and programs in our communities, including:

Access York
Adams County Community Advocates
Adams County Emergency Medical System
Adams County Farmers Market Association
American Cancer Society
American Heart Association
Arthritis Foundation
Better York Board
Boy Scouts of America – New Birth of Freedom Council
Buy Fresh, Buy Local
Central Market House
Children’s Home of York
Collaborating for Youth
Community Progress Council Inc.
Community Wellness Connection
Criminal Justice Advisory Board
Early Head Start
Eat, Pray, Breathe York
Ephrata Area Education Foundation
Ephrata Area School District
Ephrata Library
Ephrata Social Services
Family First Health
Farm and Natural Lands Trust
Farmers Market Association
Fatahah Review Board of York County
First Capital Federal Credit Union
Garden Spot Village Retirement Community
Get Outdoors (GO) York
Gettysburg Children’s Community Theater
Gettysburg Convention & Visitors Bureau
Gettysburg Hospital Auxiliary Gift of Life Donor Program
Good Samaritan Shelter (Ephrata)
Hospice & Community Care
Jude Achievement
Lancaster Healthy Communities
Living Water Community Church
Finance Committee
Luther Amax
Main Street Gettysburg
Manos Unidas
Martin Library
Mature Driving Committee for York County
Medical/Legal Advisory Board
National Association of Nephrology Technicians/Technologists
PA Health Care Quality Alliance
PA Trauma Systems Foundation
Penn State University, Mont Alto Campus
Penn State York Advisory Board
Pennsylvania Homecare Association
Pennsylvania Trauma Systems Foundation
Prepared Health Care
Professional Financial Coders Organization
Roads to Freedom
Rotary Club of York
Sallie Kids Worldwide
Sallie Kids York County Coalition
South Central Community Action Programs
South Central Tobacco Coalition
South Mountain Summit
Susan F Bynum Health Education Center
Teen Safety Driving Committee for York County
Tel Hai Retirement Community
United Way of York County
Upper Allen Township Commissioner in Cumberland County
Wellspan Arts Committee
York Area Association for the Education of Young Children
York Area Metropolitan Planning Organization
York City Bureau of Health
York Catholic School Board
York College of Pennsylvania
York County Alliance Against Sexual Violence
York County Emergency Medical Services Council
York County Fall Prevention Coalition
York County Food Alliance
York Symphony Orchestra
York Adams Transportation Authority
YorkCounts
YMCA of York County
YWCA Gettysburg, Adams County
YWCA of York County

WellSpan employees make regional impact through support of United Way

“’I’ve been part of the United Way campaign for 10 years and I couldn’t be prouder to work with such a generous and dedicated group of employees,’’ says Penny Martin, chairperson for the Wellspan Gettysburg Hospital and Adams County campaign.

“’It warms my heart to see the enthusiasm and love for the community, patients and customers we serve, especially during difficult times,’’ she adds. “Every contribution, no matter how small, makes a difference,” says David Dill, chairperson of WellSpan’s York County campaign.

Dill notes that many programs funded by the United Way in York, Adams and Lebanon counties, would likely not exist without the generosity of WellSpan staff members.

Pictured: WellSpan’s Nancy Orwick, child life specialist, accepts nearly 200 books at WellSpan Children’s Hospital from Girl Scout Junior Troop 20185. The troop raised more than $900, which they used to buy new books for the Pediatrics Department.
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Absent from photo: Kevin McCullum, M.D.; Ronald Miller; and Keith Neil, President (ex-officio)

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Edited by: Beth Shumaker; Catherine Heilman, M.D.; Megan Shreve; Leslie Brant

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WellSpan 2015: By the Numbers*

In fiscal 2015, WellSpan’s charitable purpose brought more benefit to more people than ever before. Our bottom line, as detailed in this report, remains the pursuit of more coordinated, convenient, comprehensive and community-focused health care services for the journey that is life.

FREE CARE: CHARITY CARE & BAD DEBT
Charity care is the total cost to provide medical services to those patients who have demonstrated their inability to pay. Bad debt is the total cost of services provided to patients who have not paid their bills and who have demonstrated their inability to pay. This is the cost of providing charity care, not the charge associated with that care.

REVENUES
$1.64 billion
July 1, 2014 through June 30, 2015

<table>
<thead>
<tr>
<th>Outpatient Revenue</th>
<th>$964.82 million</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inpatient Revenue</td>
<td>$931.84 million</td>
</tr>
<tr>
<td>Other and non-operating</td>
<td>$79.81 million</td>
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</tbody>
</table>

EXPENSES
$1.64 billion
July 1, 2014 through June 30, 2015

| Salaries, Wages and Benefits: $948.28 million (58%)
| Supplies and Other: $578.18 million (35.3%)
| Construction, Equipment, Renovations: $70.26 million (4.3%)
| Debt payment (principal and interest): $39.56 million (2.4%)

Salaries, Wages and Benefits:
2011: $18.43 million
2012: $22.12 million
2013: $17.82 million
2014: $20.21 million
2015: $22.92 million

Bad Debt:
2011: $23.39 million
2012: $26.02 million
2013: $29.62 million
2014: $26.21 million
2015: $30.05 million

HOMESTYLE PATIENT VISITS
VNA home health

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<th>2013</th>
<th>2014</th>
<th>2015</th>
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<td>65,348</td>
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PRIMARY CARE VISITS
WellSpan Medical Group

<table>
<thead>
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<th>2012</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
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<td>385,374</td>
<td>383,643</td>
<td>380,627</td>
<td>357,644</td>
<td>315,624</td>
</tr>
</tbody>
</table>

* Numbers have been rounded to nearest $10,000. Data does not include WellSpan Good Samaritan Hospital, which became part of WellSpan Health on July 1, 2015.
WellSpan 2015: By the Numbers*

NEWBORN DELIVERIES
WellSpan Ephrata Community Hospital, WellSpan Gettysburg Hospital, WellSpan York Hospital

HOSPITAL ADMISSIONS
WellSpan Ephrata Community Hospital, WellSpan Gettysburg Hospital, WellSpan York Hospital and WellSpan Surgery & Rehabilitation Hospital

SURGERY CASES
WellSpan Ephrata Community Hospital, WellSpan Gettysburg Hospital, WellSpan York Hospital, Apple Hill Surgical Center and WellSpan Surgery & Rehabilitation Hospital

* Data does not include WellSpan Good Samaritan Hospital, which became part of WellSpan Health on July 1, 2015.

OUR MISSION:
Working as one to improve health through exceptional care for all, lifelong wellness and healthy communities.