



2017

Community
Benefit Report



It's What Neighbors Do

Meeting the Needs of Central Pennsylvania's Communities

WellSpan Medical Group
WellSpan Ephrata Community Hospital
WellSpan Gettysburg Hospital

WellSpan Good Samaritan Hospital
WellSpan York Hospital
WellSpan Surgery & Rehabilitation Hospital

WellSpan Philhaven
WellSpan VNA Home Care

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Our Community Impact

There are many ways to measure WellSpan's impact on our central Pennsylvania neighbors. **Here are four important ways:**

\$15.8 Million

Charity Care

Cost of free care for patients who participated in our charity care program

\$150.7 Million

Medicaid Shortfall

Cost greater than what was paid to WellSpan by Medicaid

\$19.6 Million

Medical, Dental & Pharmaceutical

Cost to support services that provided discounted medical, dental, and pharmaceutical care to people in need

\$11.1 Million

Community Programs & Outreach



For fiscal year 2017, WellSpan Health provided nearly \$197.2 million in community benefit.

WellSpan also provided more than **\$187.4 million** in care that was not reimbursed by Medicare and **\$34.1 million** in services to patients who received care for which they did not pay and who did not participate in WellSpan's charity care program.

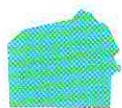
Partnering for healthier communities: It's what neighbors do.

At WellSpan, we're from central Pennsylvania, too. We buy our groceries at the same stores that you do. We fish in the same creeks, hike the same trails and get fresh, local produce at the same farmers market. We're members of this community, and in central Pennsylvania, neighbors take care of one another.

As our region's most comprehensive health system, we're humbled that our friends in Adams, Lancaster, Lebanon and York counties entrust their good health — and that of their families — to us. We're grateful that they turn to the 15,000 members of our team — including our more than 1,200 physicians and advanced practice clinicians — to not only care for them when they are sick and injured, but to also help them reach their health goals in life. It's a responsibility that we take seriously, just as we have done for some 140 years.

Of course, we recognize that it takes a community to make this region the healthy, vibrant place that we know it to be. That is why we're just as proud of the relationships we have forged with countless organizations, agencies and individuals who share our commitment to improving the health of central Pennsylvania and those who call it home.

This 2017 Community Benefit Report shares just a few examples of what can happen when neighbors work together — from Annville to Fairfield, and from Denver to Dallastown. Thank you for traveling on this journey with us.



ADAMS



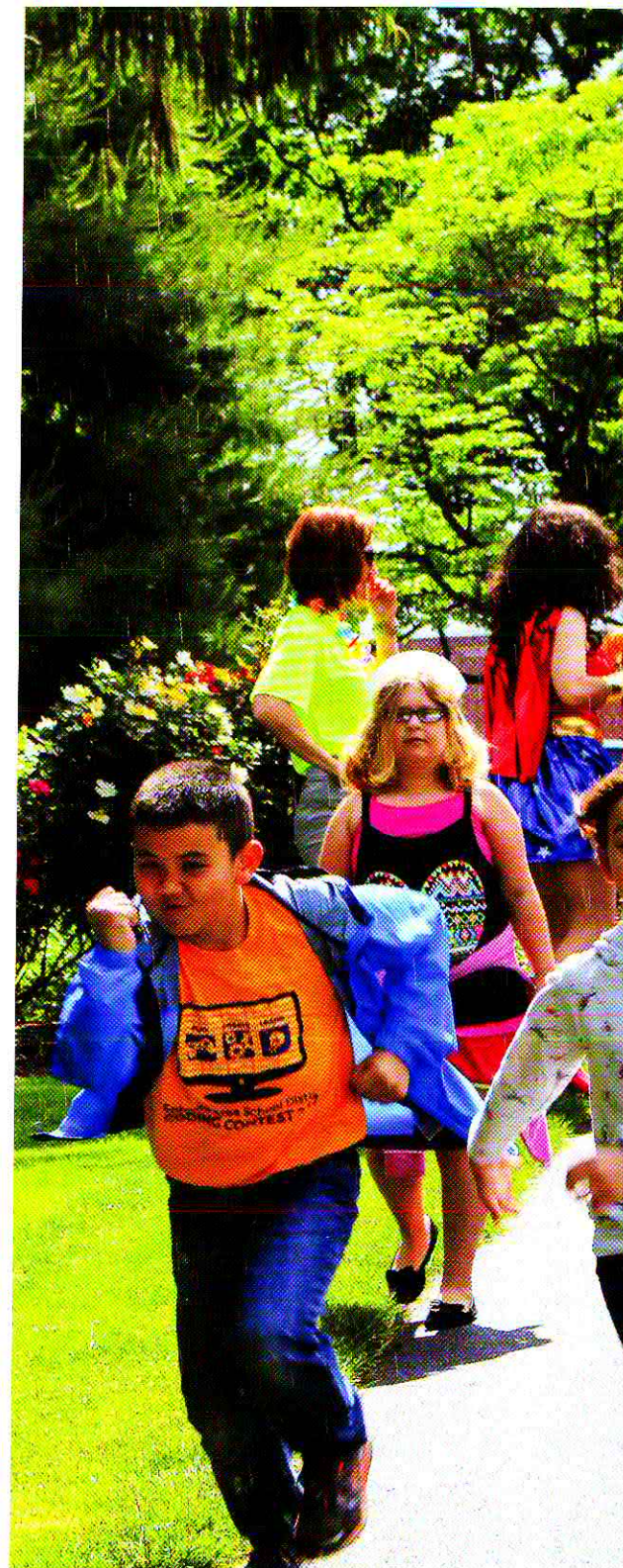
YORK



LANCASTER



LEBANON



Care for All

WellSpan helps neighbors throughout central Pennsylvania with access to care that spans life's journey, regardless of their health coverage or ability to pay.

Today, thousands of central Pennsylvanians continue to have difficulty accessing the health care they need. At WellSpan, we believe that a lack of sufficient health insurance or the inability to pay for care should not be an obstacle to good health.

That is why WellSpan offers a generous financial assistance policy and a charity care program that includes not only hospital care, but also care provided at physician offices and other care locations across the health system. **In FY 2017, WellSpan provided \$15.8 million in charity care through its financial assistance programs.**

Under WellSpan's financial assistance policy, patients whose income is less than or equal to 300 percent of the federal poverty level are eligible for a 100-percent discount on the services provided. Significant discounts are also available for patients whose income is at or below 400 percent of the federal poverty level. In addition, uninsured patients are eligible for discounted care, regardless of income.

For more information on WellSpan's Financial Assistance Program, visit **WellSpan.org/FinancialAssistance**.



Care for All

How the Healthy Community Network helped an Adams County neighbor afford the medication she needed

Shocked and stunned, Pat Simpson hung up the phone. She had just spoken with her pharmacy, only to find out that there was no way she could afford her new diabetes medication. The Straban Township, Adams County resident had been managing diabetes for over three decades and now didn't know where to turn.

"It was scary and kind of devastating," Simpson said. "It's just constant stress because you know it's something you need, and you have no idea how you're going to be able to pay for it."

But assistance was there, through the Healthy Community Network. "When I found out I was approved, I felt like I could breathe again," Simpson recalled.

The Healthy Community Network is a WellSpan Health-led collaboration of private and public partners working to improve access to health care services for the uninsured and underinsured.

"Our mission is to put members of the community first," said Eve Gardner, director of the program for WellSpan. "That's something the Healthy Community Network has done since its inception almost 15 years ago. We work to determine where health care is shifting and how the Healthy Community Network can shift with it."

Noting an increase in community members with insurance, the network has expanded its focus to provide resources to reduce out-of-pocket costs, including medication and co-pays for patients. Staff play a vital role in the process. They work with clinicians to research less-expensive medications. They listen to patients to determine environmental factors that may be negatively impacting their health. And they work with patients to connect them with a primary care provider and to help eliminate barriers to accessing care.

The Healthy Community Network has also expanded its reach. Now available in Adams, Lancaster, Lebanon and York counties, it is helping more people, in more communities. A number of community partners, such as Family First Health and Welsh Mountain Health Centers — both federally qualified health centers — help make this possible.

"There are few programs like this around the country," said Gardner. "It's groups throughout the area coming together to improve health."

And to this day, that gives Simpson peace of mind.

Left

WellSpan's Christina Springer (left), a community care coordinator with Healthy Community Network, and Adams County resident Pat Simpson.

Care for All

A 'Ray' of hope for York man with complex health needs

On a hot July morning, Ray Hernandez made his way across town. With a water bottle in one hand, electric wheelchair controls in the other, he was bound for the WellSpan Community Health Center in York. This trip would be a feat for Hernandez, who was once homebound, but he had support — from WellSpan's Bridges to Health program.

With loved ones and members of his care team from Bridges to Health by his side, Hernandez embarked on the long trek from his home to the Health Center.

As he arrived at his destination, he was greeted by cheers from friends and caregivers. And, as it happened to also be Hernandez's 60th birthday, the group threw him a surprise party in his honor — complete with a birthday cake.

Hernandez, fighting back tears, noted that it was just the second time in his life that he had received a birthday cake. "I've been through a lot of sorrow," he said.

Left paralyzed during a carjacking several years ago, Hernandez saw his health decline over the years, requiring more health care services. That's when his care team approached him about the Bridges to Health program, which assists patients like Hernandez with complex health and social needs.

Story continues on page 9

Right

Ray Hernandez of York, a participant of WellSpan's Bridges to Health program.





"Some of the patients we care for have such extraordinary challenges with overwhelming medical complexities, and are consuming so many health care services. We need to provide a better way for them to receive the care they need," said Chris Echterling, M.D., WellSpan's medical director for vulnerable populations and the Bridges to Health program.

The program has been successful, with patients seeing about a 30 percent reduction in both emergency department visits and inpatient hospital stays, making these resources available to other community members.

To further provide the right care, in the right environment, the team at Bridges has launched a pilot program, with two local recuperative care facilities for patients who no longer require hospital care but who may not be able to return home.

One such program is WellSpan's partnership with York County's Pleasant Acres Nursing and Rehabilitation Center, where WellSpan York Hospital transitions patients to appropriate care after they no longer need the services of an acute care hospital.

"It's another example of us working to get patients the right care, in the right location, regardless of the ability to pay," said Dr. Echterling.

It's a caring, personalized approach that, Hernandez says, is worth celebrating.

"It all means a lot to me," he said.





Care for All

Examples of WellSpan's commitment to ensuring care for all:

- WellSpan is a lead partner in **Healthy Community Network**, which helps provide thousands of community members across south-central Pennsylvania with access to care. As of June 30, 2017, the Network was assisting 2,848 community members in need of care.
- Through the **Prescription for Caring** program, Healthy Community Network assisted 1,773 qualified individuals who lack sufficient health insurance, or means to pay for medication, with 5,572 prescriptions.
- **Family First Health's Hannah Penn Center**, a partnership of WellSpan York Hospital, Family First Health and the City of York School District, received 2,074 acute and preventative visits from underserved adults and children.
- **Family First Health Gettysburg Center**, a federally qualified community health center (FQHC) supported by WellSpan to provide medical and dental services in Adams County, saw 7,087 health care patients and completed 4,264 dental visits.
- **Welsh Mountain Medical and Dental Center**, an FQHC in Lancaster and Lebanon counties, met the care needs of patients through more than 19,000 medical and 25,334 dental visits.
- **Thomas Hart Family Practice Center**, which is staffed by resident and faculty physicians at WellSpan York Hospital and provides acute, chronic, preventative and obstetric care for people lacking sufficient health insurance, received 24,111 patient visits.
- **WellSpan York Hospital's Department of Dentistry** provided dental treatment during more than 21,178 patient visits.
- WellSpan Good Samaritan Hospital and the Francis J. Dixon Foundation are working together to create **a community health center to serve our most vulnerable neighbors in the City of Lebanon.**
- WellSpan supports the health of those who live and work in the **City of York** through a variety of initiatives, including: donating the salary of a WellSpan primary care physician to serve in the position of **Medical Director for the York City Bureau of Health** and providing **\$15.8 million in charity care**, as well as care to Medical Assistance (Medicaid) enrollees at WellSpan care locations in the city.

Healthy Communities

Making communities healthier, from Annville to Fairfield

Every town and city in central Pennsylvania is different. Which is why WellSpan partners with residents and organizations to assess needs and support the initiatives that have the greatest positive impact in each community.

To help the communities we serve become healthier places to live, work and play, WellSpan is constantly planning and preparing for the future, developing partnerships, building community assets, engaging citizens and sponsoring key initiatives. Our efforts are broad-based and wide-reaching. We believe that our progress, on all fronts, continues to make a difference.

Right

Participants taking on the challenge of WellSpan's Hike Your Way to Good Health program in Lebanon County.





WellSpan, local libraries encourage kids to 'Get Outdoors'

Area kids and families spent their summers reading and hiking in an annual program called Get Outdoors (GO!), through which WellSpan Health partners with libraries in Adams, Lancaster, Lebanon and York counties. Funded by WellSpan Community Partnership Grants, the initiative helps to promote lifelong wellness and healthy habits among kids and families in the communities that WellSpan serves.

This year, the GO Ephrata! program held a special kickoff in June 2017 as part of a "Healthy Day in the Park" family festival. The event — jointly sponsored by Ephrata Public Library and WellSpan Ephrata Community Hospital — featured a community walk, with stops for hula hooping and other activities, kids' games, an obstacle course, storytime, healthy snacks and a health fair. Hundreds of children,

including some dressed up like their favorite book characters, flocked to the event held in Ephrata's Grater Memorial Park.

The GO! program encourages children and their families to get outdoors and be physically active through a hobby known as letterboxing, where participants follow written clues to find wooden posts in parks in their area. Kids use a crayon or colored pencil to take a rubbing of etched plates attached to the posts, collecting the rubbings in an activity booklet. The booklet also has a list of books that correspond with the etching and the year's theme, which was "GO and Build a Better World." Kids who turn in the activity booklets also have an opportunity to win prizes in the program.

This year, libraries across WellSpan's service area distributed 14,251 GO! activity

booklets to children. Dozens of folks across the region also shared their photos and fun on Facebook pages created for the program in each community, encouraging each other to take healthy steps.

One parent posted on the Facebook page for GO Adams!, where participants were challenged to find 15 posts in area parks: "It's so much fun!! We are planning to do them all! It's not just the kids getting exercise; it's a workout for the parents, too!"

In York County, which celebrated its 10th year with the program, Deb Sullivan, community relations director of York County Libraries, said, "By participating in the program, kids stay school-ready by keeping their minds and bodies fit over the summer months."

Healthy Communities

From overdose to treatment: WellSpan provides a handoff to help

Working with a community of partners, WellSpan has helped to lead the charge across Pennsylvania in implementing hospital-based warm handoff programs to transition more drug overdose survivors into local treatment programs for their addictions.

The warm handoff protocol was developed by the Pennsylvania Departments of Health and Drug and Alcohol Programs. The aim of the program is to connect health care providers and addiction recovery groups in local communities so that, together, they can help overdose survivors gain access to treatment and recovery options.

As part of the program, WellSpan Health works with community partners to help link up overdose survivors, upon being revived in the hospital emergency department, with treatment and counseling services, if they accept the offer of assistance.

Key partners at WellSpan York Hospital include the York/Adams Drug and Alcohol Commission and the RASE Project, a southcentral Pennsylvania nonprofit seeking to enhance the recovery process through positive interaction and empowering assistance.

"A warm handoff into drug treatment after an overdose is an essential

step on the road to recovery from addiction," said Rachel Levine, M.D., Pennsylvania's Physician General, during a visit to WellSpan York Hospital to recognize the initial success of its collaborative program.

"I applaud WellSpan York Hospital for creating a warm handoff program that saves lives in the local community," added Levine, who is also acting secretary of the Pennsylvania Department of Health.

Through June 30, WellSpan York Hospital made 118 referrals of overdose patients treated at its emergency department to the RASE Project.

WellSpan has also launched a warm handoff program at WellSpan Ephrata Community Hospital, working together with the RASE Project and the Lancaster County Drug and Alcohol Commission. After the Ephrata program's launch in spring 2017, 27 individuals were referred from the hospital's emergency department to the RASE Project following their overdoses.

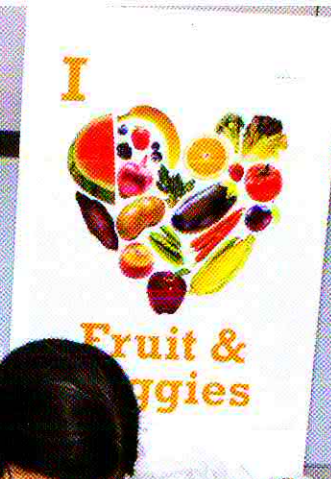
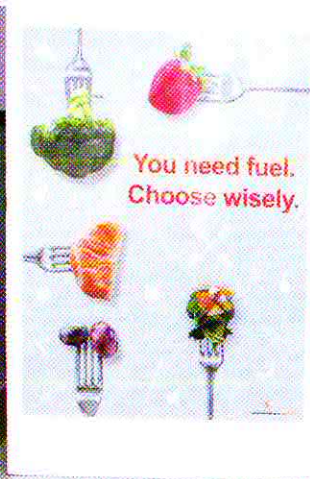
Based on these positive outcomes, a warm handoff program has recently been implemented at WellSpan Gettysburg Hospital in Adams County and is in development at WellSpan Good Samaritan Hospital in Lebanon County.



Additional ways WellSpan is addressing the opioid crisis:

Combating the opioid crisis is a serious community health priority for WellSpan, and the warm handoff program is just one example of how we are addressing the epidemic head-on. Other ways that the health system is addressing the crisis include:

- Having key physicians and leaders serve **active roles on area opioid task forces** that are on the front line of the epidemic. For example, in York County, WellSpan physician Matthew Howie, M.D., heads the **York Opioid Collaborative**. Regionally, several WellSpan representatives are members of the recently formed **South Central PA Opioid Awareness Coalition**.
- Actively participating in community outreach efforts that include **medication take-back boxes** located across the region and regular activities aimed at collecting unused prescription medication.
- Expanding the use of **non-opioid pain management resources** to include cognitive behavioral therapy, shared medical appointments and community acupuncture group sessions.
- Increasing access to the use of medications in combination with counseling and behavioral therapies for the treatment of substance abuse disorders for addiction, including for pregnant women.
- Providing information and resources related to opioid addiction and pain at **WellSpan.org/Opioids**.
- Offering patient assistance with addiction by calling WellSpan Philhaven at **1-844-Philhaven**.



Take Charge,
Choose Fruits
& Veggies!

ROUNDER SPINNING MILLS, YORK, LANCASTER & LEANWORTH COUNTIES



Healthy Communities

Lending a hand to good nutrition

Roughly 70 percent of central Pennsylvania residents are overweight or obese. Fewer than 20 percent of us exercise for at least 30 minutes, five days out of the week. Only about 4 percent of us eat the recommended three servings of vegetables a day.

Guided by those statistics — which were gleaned by a survey of health indicators in Adams, Lancaster, Lebanon and York counties — WellSpan Health is working to promote efforts to encourage healthy nutrition and fight obesity across the region.

WellSpan engages with several community partners to support programs that are tackling the issue by offering fresh foods, healthy meals, nutrition information and community planning. These include:

- **York Fresh Farms**, which grows fresh foods, such as broccoli, beans, squash, blueberries and raspberries on two community-based “urban farms” in York. WellSpan, through a **Community Partnership Grant**, is helping the organization build a cold storage room to keep its harvest fresh.
- **Power Packs**, which is also made possible by a WellSpan Community Partnership Grant, provides ingredients for nutritious meals to low-income families so that their children can continue to access healthy food during weekends when they are not at school. The program recently expanded from Lancaster County into Lebanon County, opening a warehouse in West Lebanon Township.
- **The Healthy Options program in Adams County**, which is supported by a grant from the Gettysburg Hospital Foundation, provided more than 100 low-income households with vouchers for fresh fruits, vegetables, breads and meats at participating Adams County farmers’ markets. During the winter, the program continues its important work through an established partnership with Kennie’s Market.

Left

Dale Green, a clinical dietitian with WellSpan’s Nutrition Support Services, center, helping prepare locally grown vegetables.

Healthy Communities

Pursuing a better way to meet the behavioral health needs of central Pennsylvania

According to the 2015 Community Health Needs Assessment, approximately 120,000 of our neighbors reported that they were diagnosed with some form of depression or anxiety. As outlined in WellSpan's Community Health Improvement Plan, the health system continues to engage in strategies to improve the local behavioral health care system. These include:

- Increasing the number of primary care patients who are screened for anxiety/depression and, when appropriate, referred to elective resources.
- Improving the availability and provision of behavioral health services.
- Partnering with community stakeholders and developing the capacity to address behavioral health issues.
- Increasing the availability of behavioral health professionals in the region.

WellSpan Health and Philhaven came together in 2016 to create a new behavioral health organization that operates within WellSpan's coordinated system of care.

In 2017, WellSpan Philhaven:

- Helped 88 clients, ages 6-15, learn 614 new skills through a curriculum adhering to the principles of applied behavioral analysis during the Lancaster, Lebanon and Dauphin **Summer Therapeutic Activities Program (STAP)**.
- Trained more than 1,400 individuals through courses in **Mental Health First Aid** and other courses designed to help a friend or co-worker through a behavioral health crisis.
- Served 136 outpatient service clients through **myStrength**, a web and mobile tool to help people stay mentally strong.
- Convened behavioral health leaders across York County to develop a **Behavioral Health Driver Program** and outlined strategies to increase awareness about community behavioral health issues, improve service referral patterns and improve community members' navigation of available resources.
- Served more than 535 clients with screenings for depression and anxiety at the **WellSpan Philhaven Center for Integrated Healthcare in Lancaster**.



WellSpan Philhaven and Target staff members who participated in the sensory-friendly shopping experience are pictured in the Target store in Lancaster, which hosted the special shopping event.

How neighbors worked together to create a quieter shopping experience for children with autism

Shopping during the holidays can be overwhelming for anyone, with flashing displays, crowds and noise, but for someone with autism or a developmental disability, these factors can make shopping an outright impossibility.

That is why WellSpan Philhaven teamed up with a Lancaster Target store to offer a special “sensory-friendly” holiday shopping environment, sensitive to the needs of those with autism and developmental disabilities.

The idea for this special event was born locally by Christopher Zablocki, Lancaster Target store team leader, because several Target employees have children with sensory sensitivity.

Dale Brickley, PhD, senior director of innovation and new service development, WellSpan Philhaven, noted the strong response and turnout of staff who were uniquely qualified to support the event — which was a tremendous illustration of WellSpan Philhaven’s guiding commitment to finding a better way to serve those in need.

Ahead of the event, WellSpan Philhaven staff coordinated an hour-long sensory integration training session for the Target staff. They discussed triggers for sensory overload and walked through the store to make it sensory-friendly.

Modifications included placing tape over sensors of animated or loud toys and turning off the more than 40 televisions that are typically on during shopping hours. Additionally, the lighting was adjusted down to 25 percent of its normal level, and no music played for the two-hour shopping time.

Corporate representatives from Target engaged in the event and arrived to lower the beep on the cash registers and turn off the sounds on the price checkers throughout the store.

To limit ambient noise, the hissing of the hot chocolate machines, the steamers in the kitchen and the trash compactor were all turned off. Target even offered free Starbucks coffee and bottled water to parents while they shopped.

Clinical staff — including three doctors — were onsite at 5:45 a.m. to serve as greeters and to circle the store to assist families ahead of the event that lasted from 6 to 8 a.m. Eight families, totaling about 30 shoppers, came out early to enjoy the sensory-friendly shopping experience.

Healthy Communities

Additional examples of WellSpan's commitment to building healthier communities:

- **Healthy Adams County**, supported by WellSpan, continued its efforts to develop and promote wellness by improving health literacy, healthy lifestyles, nutrition and end-of-life planning. Examples include:
 - The fourth annual **"Preparing Through Life for End of Life"** interactive resource fair was attended by 53 community members who received valuable information on end-of-life planning and available community resources.
 - Forty-two Adams County residents pledged to participate in the **Community Wellness Connections** initiative and attended educational programs encouraging personal growth in eight wellness dimensions — emotional, environmental, financial, intellectual, occupational, physical, social and spiritual.
 - In March, approximately 175 community members attended the **Adams County Health Summit** and learned about suicide prevention from keynote speaker Kevin Hines. In addition, summit sessions focused on community health priorities, such as behavioral health, healthy eating, and physical activity and housing.
- Through partnership efforts, WellSpan and the **Healthy York County Coalition** continued to focus on initiatives, such as access to care, adult depression, advance care planning and community walkability. Examples include the following:
 - **York County Walks** volunteers led 16 interactive programs that promoted the benefits of walking to a total of 466 community members. In addition, the coalition led 75 participants at the Senior Games Walk.
 - The **Your Life Your Wishes** task force provided 13 educational sessions to help a total of 219 community members understand the importance of advance care options, and encourage family conversations and the sharing of advance directive documents.
- WellSpan Ephrata Community Hospital, through its membership in the **LiveWELL Lancaster County Coalition (LLCC)**, worked with other partners to continue making Lancaster County a healthier place to live, work and play. The coalition remains focused on the goals of preventing tobacco use, encouraging physical activity among children and improving mental health and well-being.
- WellSpan Good Samaritan Hospital supported the efforts of the **Community Health Council of Lebanon County**. The council works together to encourage and support a safe, healthy and substance-free community for all and focuses on tobacco use prevention, as well as teen pregnancy and suicide prevention.
- Local nonprofit organizations were the beneficiaries of more than \$230,000 in sponsorships to support health and quality of life across central Pennsylvania.

Examples continue on page 21



Neighbors Helping Neighbors: WellSpan's Community Partnership Grant Program

Through its Community Partnership Grant program, which exceeded \$335,000 in 2017, WellSpan supported the following local nonprofit organizations in their efforts to address community issues such as nutrition and food security, improved access to health and human services, mental and physical health, and education, among others:

- Adams County Arts Council
- Adams County Victim Witness Assistance Program
- The Arc of York County
- Catholic Harvest Food Pantry
- Community Homes of Lebanon County
- Ephrata Public Library
- Hamiltonban Township and Fairfield Borough Joint Parks & Recreation Commission
- Hanover Area YMCA
- Healthy Adams County
- Healthy York County Coalition
- Juvenile Diabetes Research Foundation (JDRF York)
- Lebanon Valley Volunteers in Medicine
- Lebanon Valley YMCA
- LifePath Christian Ministries
- PA Municipal League
- PA State Association for Health, Physical Education, Recreation and Dance Inc.
- Public Libraries (Adams, Lancaster, Lebanon and York counties)
- United Way of Lebanon County
- YMCA of York and York County
- York Area Development Corporation
- York County Literacy Council
- York County Suicide Prevention Coalition
- York Fresh Food Farms

- WellSpan partnered with WITF and Penn State Health to again offer the **Transforming Health** campaign to help central Pennsylvanians better understand the dramatic changes occurring in health care and the impact of those changes on local communities and individuals.
- Teams of specially trained emergency department nurses at WellSpan York Hospital and WellSpan Gettysburg Hospital — **SAFE (Sexual Assault Forensic Examination) teams** — provided care to 526 victims of domestic violence or child abuse in York and Adams counties.
- **Project Search** is a school-to-work program for students with disabilities that provides real work experience and preparation for employment. In 2017, 10 students served in 18 WellSpan York Hospital departments, and five students served in 10 WellSpan Gettysburg Hospital departments.
- **A Community Health Forum in Lebanon**, which gathered more than 80 community leaders to address a variety of health challenges, including healthy weight management, as well as mental well-being, oral health and the growing opioid epidemic.
- **Recognizing the challenges that face Central Pennsylvania's urban areas, WellSpan works together with community leaders and government officials to foster healthier, safer and more vibrant cities in York and Lebanon.** In 2017, these efforts included:
 - Identifying and meeting local health needs, including donating the salary of a WellSpan primary care physician to serve as Medical Director for the City of York Bureau of Health and a donation to add nursing services in the Lebanon School District.
 - Supporting the development of neighborhood community resource centers.
 - Supporting the efforts of police, fire and other public safety initiatives.
 - Sponsorships and donations to support activities that bring people together on playgrounds, in neighborhoods and in downtown business districts.

Lifelong Health

Good neighbors promote good health

WellSpan strives to provide a voice to central Pennsylvanians, including those who live with chronic illnesses.

We recognize that unhealthy behaviors can significantly impact an individual, a family and an entire community. We also recognize that simple behavior changes and access to the right information can make all the difference in promoting lifelong wellness. That's why we create, support and contribute to numerous programs designed to lay the groundwork for healthier living.

Left

WellSpan's Karen Comerford, left, and a young participant at Ephrata's Healthy Day in the Park family festival.

WellSpan partners with YMCAs and YWCAs to address local needs

At WellSpan, we understand local communities — where residents live, work, play — and we even break a sweat. That's why the health system partners with area YMCA and YWCA organizations across our region.

In the Hanover area, for example, WellSpan's partnership with the Hanover Area YMCA has a special focus on youth fitness.

"It's a great benefit, and we think it's fantastic," says Liam Behrens, CEO, Hanover Area YMCA. "It fits well into what we are trying to do with education and helping people."

As the official health care and sports medicine provider for the Hanover Area YMCA, WellSpan Health has helped the Hanover Y expand its Fit and Strong youth training program to both its North and South Hanover Y locations and within the Littlestown Area School District.

The program focuses on youth fitness and weight loss through nutritional support and athletic development. Certified Y staff members also teach leadership skills and healthy body image to improve participants' overall lifestyles.

WellSpan Sports Medicine staff now work side by side with the Hanover Y team to develop programs aimed at reducing the risk of injury and improving strength and fitness of individuals and athletic groups and teams.

Here are a few of the ways we partner with other YMCA and YWCA organizations across the region:

- WellSpan and the **Lebanon Valley Family YMCA** are partnering to promote wellness through healthy eating and exercise programs. The various programs and activities target kids, families and adults, reaching a wide variety of community members.
- At the **Lancaster Family YMCA's** branch location in New Holland, WellSpan offers various health talks and diabetes education events to the community.
- In Adams County, WellSpan supports the **YWCA Gettysburg & Adams County** through a sponsorship of popular community events throughout the year to help ensure that the YWCA continues to offer successful programs to its members and the community.
- With the **YMCA of York & York County** and the **YWCA of York**, WellSpan supports the organizations on key health and wellness initiatives such as the YMCA's LiveStrong effort to assist cancer survivors and caregivers, and the YWCA's annual Walk a Mile in Her Shoes event focused on putting an end to gender violence.



Lifelong Health

The right care. The right time. The right place.

York County and WellSpan York Hospital partner to improve transitions between hospital and home

York County and WellSpan York Hospital are working together to coordinate care of patients between the hospital and the county's skilled nursing facility, Pleasant Acres Nursing & Rehabilitation Center.

The program, which began in September 2016, is a public-private partnership intended to provide a short-term transition setting for patients at the hospital who no longer require hospital-based care but face obstacles to timely and appropriate hospital discharge.

Through the collaboration, those patients now have a short-term option — up to 90 days — where they can continue to receive safe, coordinated care at Pleasant Acres.

"It's truly a patient-centered program, placing patients in the most appropriate care environment so that they can get the right care, at the right time, in the right place," said Keith Noll, senior vice

president, WellSpan Health, and president, WellSpan York Hospital.

The hospital provides funding for a social worker and a Pleasant Acres clinical liaison to collaborate on patient care and ensure smooth transitions between the hospital and nursing facility. In addition, the hospital provides administrative oversight, case management support and access to clinical programs and health information.

Pleasant Acres, working in coordination with WellSpan, ensures each resident receives appropriate medical care, while also providing access to the center's social and recreational programs. In the program's first year, 34 York County residents successfully transitioned from WellSpan York Hospital to Pleasant Acres.

Lifelong Health

Additional examples of WellSpan's commitment to lifelong health:


- **Market Bucks**, a fruit and vegetable voucher program in its third year, expanded to include 21 primary care WellSpan practices and 23 local produce growers. Vouchers were distributed within these practices to 116 community members who face a multitude of health challenges.
- The fifth annual **10 Pound Throwdown** celebrated its largest challenge to date, with 6,204 registered participants. Together, these employees, neighbors and friends lost 14,300 pounds while focusing on eating healthier and being physically active.
- **Feeling Blue**, a website designed to promote the awareness of depression in the community, engaged more than 5,400 unique visitors.
- As a part of the **Safe Kids Inspection Station** program, nearly 550 child passenger seats (car seats) were checked in Adams and York counties.
- Across central Pennsylvania, 59 people completed the **Steps Toward a Healthier You** class, and 139 participated in the eight-week **A Healthy You** healthy lifestyles program. In some communities, programs were offered in Spanish.
- WellSpan Good Samaritan Hospital partnered with community organizations, such as the Lebanon Farmers Market and Lebanon Valley Family YMCA, to encourage personal wellness by building a **community garden** and offering **healthy cooking** demonstrations.
- Sixty-five community members attended WellSpan Good Samaritan Hospital's **Love Your Heart** program focused on cardiovascular disease and healthy-heart living.
- **Healthy Beginnings Plus** provided education and prenatal care to 112 low-income women at WellSpan Ephrata Community Hospital.
- Thirteen community members, trained as lay leaders, continued to implement the **For Heart's Sake** cardiovascular health initiative for African-Americans residing in the City of York. This initiative included three, 10-week sessions of Zumba classes, two cooking demonstrations and a series of walking parties.

Examples continue on page 27

Right

Early Bird Walkers out for a morning walk.



- 
- A group of people, mostly older adults, are walking along a paved path in a park-like setting. They are dressed in casual summer attire like t-shirts, shorts, and hats. The background shows lush green grass and large trees. The scene is bright and sunny.
- The **Early Bird Walkers** of WellSpan Ephrata Community Hospital celebrated 25 years of weekly walking and a dedicated focus on good health.
 - Approximately 140 physicians and clinicians attended the **Game Changers in Sports Medicine conference** which covered topics such as: blood deficiencies; depression in concussed athletes; respiratory issues; and sports nutrition and weight management challenges.
 - The families of 198 infants across the region received a safe place for their babies to sleep thanks to the continual efforts of the **Cribs for Kids** program.
 - More than 258 people in Adams County and 339 people in York County participated in **tobacco education and cessation activities** through WellSpan Gettysburg Hospital and WellSpan York Hospital.
 - In York County, 1,063 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**.
 - For community members diagnosed with diabetes, WellSpan Ephrata Community Hospital offered **Taking Charge of Your Diabetes**, a 10-hour group program, which included individual consultations with a dietitian and nurse, as well as follow-up consultations. In 2017, there were 70 participants and 512 individual diabetes consultations.

Learning

Preparing the next generation of caregivers for central Pennsylvania

At WellSpan, we believe in the power of new ideas, new approaches, new discoveries and new people.

That's why we sponsor programs that train the next generation of physicians, behaviorists, nurses and other clinical professionals. These programs allow us to stay abreast of new techniques to prevent, detect, diagnose and treat medical problems, and ensure an adequate supply of essential clinicians for the future.





Examples of WellSpan's commitment to education and research:

- In 2017, **more than 1,000 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 650 residents, visiting medical students and visiting residents** cared for patients who didn't have a primary care physician. These professionals provided outreach and education for the community and often stayed in our community long after their training was complete.
- Area students gained valuable experiences at WellSpan Health this year by shadowing health care professionals in **130 different departments system-wide**. WellSpan staff members spent more than **86,000 hours** mentoring approximately **375 interns**.

Learning

Food for thought: How WellSpan sparks interest in health careers

WellSpan York Hospital's Allied Health programs are designed to train students to work as nurse anesthetists or in the areas of phlebotomy, respiratory care, radiography or medical laboratory science.

"We're training students who will help us provide the highest quality of care at WellSpan facilities in the future, and we're also helping to develop well-trained health care professionals to work throughout the community and beyond," said Bob Batory, senior vice president and chief human resources officer, WellSpan Health.

Allied Health programs help students learn the necessary skills to do a variety of tasks in the clinical environment, including helping to administer anesthesia, draw patients' blood, take X-rays, treat patients with respiratory problems and work in a medical laboratory.

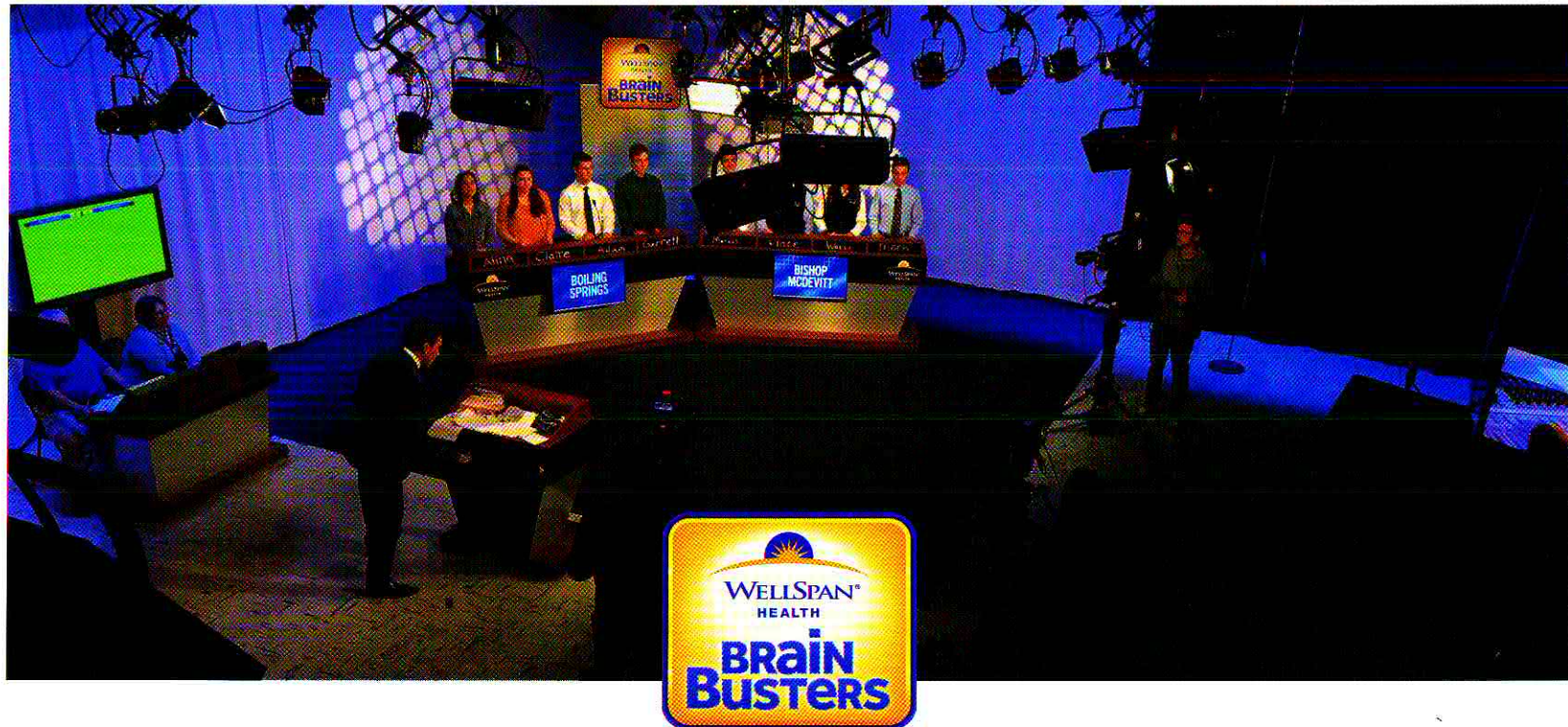
"My educational and clinical experience through the nurse anesthetist program at WellSpan prepared me more than I ever imagined to go into the operating room and work independently," said Amy Reed, a nurse anesthetist at WellSpan York Hospital who graduated from the program in 2014.

The nurse anesthetist program, which is offered in partnership with York College of Pennsylvania, recently received approval to grant Doctor of Nursing Practice degrees to students who successfully complete the 36-month training.

Students interested in phlebotomy take a seven-week program. The respiratory care, radiography and medical laboratory programs are completed in conjunction with college courses and lead to bachelor's degrees.

Left

Amy Reed, CRNA, WellSpan York Hospital



Connecting with high school students through WGAL partnership

Beginning in 2016, WellSpan Health has been proud to present “Brain Busters,” WGAL-TV’s academic quiz show, highlighting the academic excellence of high school students throughout central Pennsylvania.

The popular show features questions on a variety of subjects, including science, math, health, literature and sports. Each season culminates with a championship match that awards winning schools a total of \$10,000.

“We’re working with ‘Brain Busters’ to expose students interested in science, biology, technology, math or medicine to all the rewarding

opportunities that are available in the health care field,” said Bob Batory, senior vice president and chief human resources officer, WellSpan Health.

The show also features stories about WellSpan clinicians and staff members who began their careers in one of WellSpan’s Allied Health programs.

To learn more about careers at WellSpan and our education programs, visit WellSpan.org/Careers.

Support from our neighbors

Throughout our nearly 140-year history, we have enjoyed consistent and passionate support from donors and volunteers in the communities we serve. Businesses and community members, patients, families and employees all routinely give their time, money and dedication to help advance WellSpan's charitable mission.

During the past year, WellSpan has received more than \$6.3 million in charitable donations to support the expansion of services or to address specific health and wellness needs. All donations stay in each local community and are used for general or specific projects and programs, according to the donor's wishes.

Right

Supporters of WellSpan's philanthropy efforts help assist the funding of local programs and services, such as the Healthy Options program in Adams County. Through Healthy Options, area residents such as Sandra Espinosa (center) and her family have access to affordable, fresh fruits and vegetables at participating farmers markets.



Volunteers and donors working toward healthier minds, bodies and communities

Ephrata Community Health Foundation

Contributions supported:

- The Center for Heart Care's low-salt food pantry, temporary assistance for cancer patients, a shelter for Plain Community transportation, and a healthy beginning for babies of low-income women.
- The renovation and expansion of two new heart catheterization labs at WellSpan Ephrata Community Hospital to meet the need for convenient cardiovascular services.
- The Prescription for Caring Fund to help community members who need financial assistance with medications.

Gettysburg Hospital Foundation

- Contributions supported more than \$109,000 in funding to WellSpan services and Adams County nonprofit organizations for various health and wellness initiatives. This included funding to the Healthy Adams County's Healthy Options food voucher program, a suicide prevention campaign, a health literacy fair, car seats, Cribs for Kids, and new infusion chairs at the WellSpan Adams Cancer Center.

Good Samaritan Hospital Foundation

- Contributions supported the creation of a health and wellness center in Lebanon to serve our most vulnerable neighbors.

The center is made possible thanks to a \$2 million gift from the Francis J. Dixon Foundation.

WellSpan Philhaven

Contributions supported:

- Free care in the amount of nearly \$1.3 million to patients who could not otherwise afford services.
- Construction of an activities facility for Plain Community patients.

WellSpan York Health Foundation

Contributions supported:

- More than \$60,000 for the WellSpan York Hospital Behavioral Health renovation project through proceeds from the annual WellSpan Golf Tournament.
- The expansion of WellSpan's Hoodner Dental Center through obtaining a \$300,000 grant from the Pennsylvania Department of Health.

Volunteer and auxiliary support

In 2017, approximately 2,400 individuals volunteered more than 226,000 hours of service at WellSpan facilities across Adams, York, Lancaster and Lebanon counties. The value of these volunteer hours totaled more than \$5 million. Here are a few examples of how these volunteer groups provided support:

Gettysburg Hospital Auxiliary

- Continued support of WellSpan Gettysburg Hospital's Healing HeARTS initiative, including programs such as mindfulness classes for chronic illness and depression.

The Good Samaritan Hospital Auxiliary

- Contributions supported the auxiliary's commitment of \$150,000 to WellSpan's Sechler Family Cancer Center's comprehensive, integrated cancer care provided to area residents.

York Hospital Auxiliary

Contributions supported:

- \$1 million toward the completion and opening of WellSpan York Hospital Emergency Department's new behavioral health unit.
- Funding to support WellSpan programs in York County, including WellSpan York Hospital's Breastfeeding Program, WellSpan Cardiac Clinic's Low Sodium Pantry, WellSpan Neuroscience's Migraine Program, Cribs for Kids, and the WellSpan Sports Medicine Program.

WellSpan Board Leadership

(Left to right)

Jeff Lobach, WellSpan York Health Foundation Board; **Wayne Hill**, WellSpan Gettysburg Hospital Board; **Amir Tabatabai, M.D.**, WellSpan Population Health Services Board; **Carleen Warner, M.D.**, WellSpan Medical Group Board; **Paul Minnich, Esq.**, WellSpan Specialty Services Board; **John Welch, M.D.**, WellSpan Good Samaritan Hospital Board; **Kevin Mosser, M.D.**, President and Chief Executive Officer; **Larry Miller**, WellSpan Health Board; **George Stoltzfus**, WellSpan Philhaven Board

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 Joe Crosswhite
 Matt Doran
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 H. Fred Martin, M.D.
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 Dan Waltersdorff
 Ernie Waters
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Executive Vice President,
Clinical Practice

John M. Porter, Jr.

Executive Vice President &
Chief Operating Officer

R. Hal Baker, M.D.

Senior Vice President,
Clinical Improvement,
Chief Information Officer

Robert J. Batory

Senior Vice President &
Chief Human Resources Officer

Charles H. Chodroff, M.D.

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Population Health, Chief Clinical Officer

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Senior Vice President,
WellSpan Health/President,
WellSpan Good Samaritan Hospital

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WellSpan Health/President,
WellSpan Philhaven

Jane E. Hyde

Senior Vice President,
WellSpan Health/President,
WellSpan Gettysburg Hospital

Karen Jones, M.D.

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WellSpan Medical Group

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Senior Vice President & General Counsel

Keith D. Noll

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WellSpan Health/President,
WellSpan York Hospital

Michael F. O'Connor

Senior Vice President & Chief Financial Officer

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Senior Vice President, Strategy & Market
Development; Chief Strategy Officer

Carrie Willetts

Senior Vice President,
WellSpan Health/President,
WellSpan Ephrata Community Hospital

Barbara A. Yarrish, RN

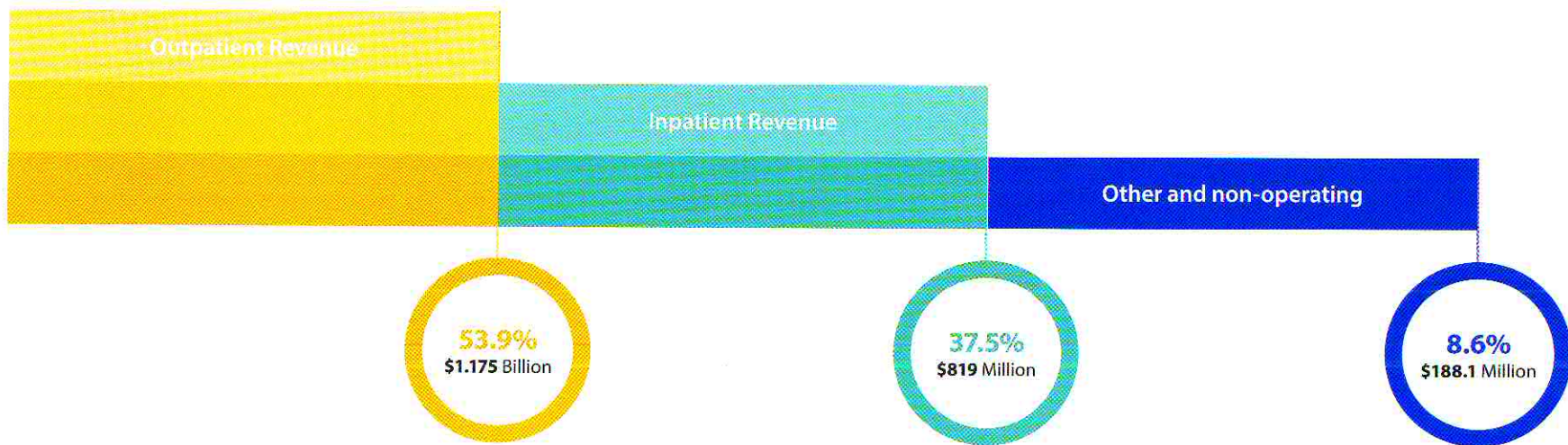
Senior Vice President, Post-Acute Services,
WellSpan Health/President, WellSpan Surgery
& Rehabilitation Hospital

WellSpan 2017 by the numbers

In fiscal year 2017, 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.

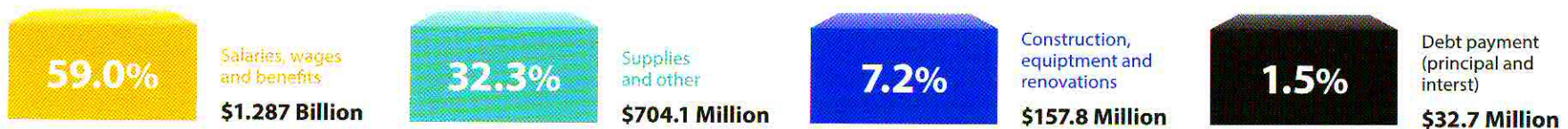
Resources Generated

\$2.182 Billion July 1, 2016 through June 30, 2017



Use of Resources

\$2.182 Billion July 1, 2016 through June 30, 2017



WellSpan 2017 by the numbers

In 2017 WellSpan:



Provided more than **126,000** home health patient visits.



Received more than **195,000** visits to our hospital emergency departments.



Cared for more than **57,230** individuals in our hospitals.



Provided jobs to more than **15,000** members of our communities.



Helped more than **600** individuals make the effort to quit tobacco use.

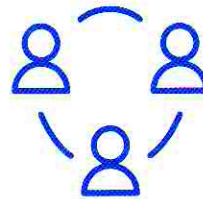


Welcomed **4,156** babies into our communities.

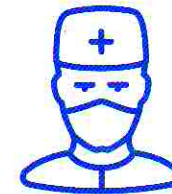
To learn more about how WellSpan Health serves and supports our community through its charitable mission, visit **WellSpan.org/Community**.



Helped our patients pursue their goal of better health through **2,179,694** visits to WellSpan primary and specialty care practices.



Volunteered for and supported more than **150** nonprofit community organizations.



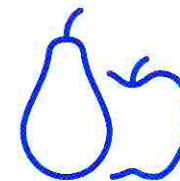
Trained more than **650** medical residents and visiting medical students.



Supported the efforts of community nonprofit organizations through more than **\$500,000** in WellSpan Community Partnership Grants and sponsorships.



Employed more than **1,200** primary care and specialty care physicians and advanced practice clinicians.



Educated more than **10,000** people on living healthier lives through changes to nutrition and physical activity.



PROUDLY SERVING OUR NEIGHBORS IN

Adams, York, Lancaster and Lebanon Counties

