

**Geisinger Wyoming Valley Medical Center
Geisinger South Wilkes-Barre
Community Health Needs Assessment
Update: 2017**

Community Health Needs Assessment

In each of the following sections, you will read about regional or system-wide programs offered by Geisinger as a focused effort to fulfill community and patient needs that were identified through the latest Community Health Needs Assessment (CHNA) surveys.

Geisinger Health System collaborated with outside organizations across a 13-county region to contract Tripp Umbach, a private healthcare consulting firm and nationally recognized leader in health needs assessments. Between October 2014 and March 2015 information was gathered from key community stakeholders using a variety of methodologies including: interviews, hand distributed surveys, and analysis of secondary data.

Some of the programs described in the following synopses are completely operated and/or funded by Geisinger and some are offered in cooperation with local health and human service agencies. Often, the needs of the communities we serve are similar throughout the areas of Pennsylvania and southern New Jersey where Geisinger providers care for patients. In these cases, we develop system-wide programs to benefit patients throughout our system. For more specific needs found in our local communities, we offer programs to serve patients close to home.

The program synopses are sorted by Geisinger hospital. The services and programs we provide are a response to needs identified in the most recent or, in some cases, past CHNA surveys. The synopses describe how the programs or services we provide fall into one of three broad categories:

Improving access to healthcare

Perhaps the most significant need identified in the CHNA survey was for better, faster, more convenient and less costly access to healthcare services of all kinds. Geisinger is taking innovative steps to address barriers to healthcare and help provide physical, mental, dental, rehabilitative and preventive services to patients, regardless of their health insurance status. The topics addressed include: how to find the right doctor, provider or facility; special services provided to patients with specific needs (such as the elderly or underinsured or uninsured); trauma prevention and treatment; and many others.

Addressing behavioral health and substance abuse

Geisinger and its partners have a wide range of programs aimed at helping patients find healthcare services when they are facing mental, psychiatric, developmental or behavioral health challenges or struggling with addiction. Alzheimer's disease and other aging brain issues as well as alcoholism and opioid abuse are addressed in a large and growing number of programs specifically aimed at expanding services.

Improving healthy behaviors

Prevention is key when addressing lifestyle choices and preventable health conditions. Geisinger has numerous educational programs to help patients get well and stay well. These efforts include classes offered to the community and outreach programs that bring healthcare professionals, education, nutrition and medication to the people. Our goal is to assist patients with their health before a serious problem arises that sends them to the hospital.

For more information about Geisinger Health System or to read the 2016 CHNA brochures, please go to <http://www.geisinger.org/chna>

Geisinger Wyoming Valley Medical Center (GWV)

Located in Wilkes-Barre, PA, GWV is Luzerne County's only trauma center and houses the county's first and only neonatal intensive care unit as well as the region's only freestanding heart hospital. Over the last decade, GWV has nearly doubled in size, allowing it to deliver high-quality healthcare services ranging from primary care to care for the most complex medical concerns. A campus of GWV, Geisinger South Wilkes-Barre (GSWB) provides convenient urgent and same-day care to families from all over northeastern Pennsylvania. GSWB recently opened a \$7.1 million short stay surgical suite, which features private rooms, a peaceful ambiance and highly personalized care.

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Improving access to healthcare

Oral surgery program grows to meet community needs

Finding convenient, affordable dental care can be a problem for Wyoming Valley residents. Helping people achieve good oral health is part of Geisinger Wyoming Valley Medical Center's (GWV's) commitment to improving the health and wellness of the communities it serves. Since opening nine years ago, GWV's oral surgery program has grown to include six oral surgeons, a robust and active residency program and OR services in Scranton.

This specialized team provides care for teens and adults with any condition that affects the jaw or face, including tooth extractions and removal of benign tumors, cysts and growths in the jaw that require corrective surgery.

The skilled oral surgeons at GWV specialize in dental implants as well as in treating problems with the jaw and facial muscles, known as temporomandibular disorder (TMD). Treatment can range from conservative management of the condition to total joint replacement surgery. Supporting the GWV oral surgeons is a team of dental specialists experienced in many types of anesthesia and specializing in pain and anxiety control to help reduce patients' fears or concerns.

GWV's oral surgery team works closely with each patient's medical team, including sleep specialists, rheumatologists, oncologists and other physicians to help ensure a complete continuum of care. Services are priced competitively to keep them affordable for Wyoming Valley residents and are covered under state-funded medical insurance programs.

Community clinics are a lifeline for the uninsured and underinsured

From treating routine illnesses and injuries to diagnosing more serious health conditions, community clinics are making a real difference in the lives of families who struggle with healthcare costs. Geisinger helps uninsured and underinsured families get access to the care they need by donating vital monitoring and diagnostic services to these clinics. In addition, Geisinger providers volunteer countless hours of time and talent to caring for clinic patients.

Geisinger Wyoming Valley Medical Center (GWV) helps support two clinics. The Wilkes-Barre Clinic at St. Stephen's Episcopal Church, 35 S. Franklin St., provides medical, dental and dispensary services to the uninsured and underinsured on Tuesday and Wednesday afternoons and evenings. Volunteers in Medicine, located at 190 N. Pennsylvania Ave. in Wilkes-Barre, provides primary and preventive healthcare for the working uninsured and underinsured in Luzerne County with incomes less than two times the federal poverty guidelines. The clinic is open Monday through Friday.

Community clinics respond directly and immediately to the need for better access to healthcare by providing low- to no-cost care with no federal funding. Geisinger's partnerships with community clinics help improve the delivery of healthcare services and create a culture of caring that never depends on a person's income.

Treating and preventing trauma

When people have life-threatening injuries, seconds count — and delays can be deadly. Injured patients need immediate and coordinated care that's close by, and Geisinger Wyoming Valley Medical Center (GWV) delivers. As the only Level II adult trauma center in Luzerne County, GWV offers quality, compassionate care 24 hours a day to injured and critically ill patients.

Trauma surgeons are available around the clock and are supported by an entire team of specialists trained to use the latest techniques in traumatic and post-traumatic care and every modern medical tool available. This integrated team has

experience treating a wide variety of trauma injuries, including fractures, blunt and penetrating wounds (such as gunshots or stab wounds), heart attacks and a wide variety of work-related, vehicular and farm-related injuries.

In addition to providing a full range of clinical services, GWV has programs in place to prevent traumas from happening in the first place. Because there is a link between trauma and behavior, GWV examines trauma data to discover the people most at risk for traumatic injuries. Then it spreads the word about preventing those injuries to the community by regularly attending local health fairs and hosting free programs to educate area residents. Topics include drinking and driving, helmet and seatbelt use, road safety and distracted driving, health awareness and injury prevention for teens and college students, fire prevention, domestic violence and minimizing fall risks for the elderly.

Bringing a broader range of healthcare services to Wilkes-Barre

Geisinger South Wilkes-Barre (GSWB), a campus of Geisinger Wyoming Valley Medical Center, is committed to improving access to care and encouraging healthy behaviors among the patients it serves.

GSWB's Surgical 5 South inpatient unit opened in September 2015, and features 14 private rooms and highly personalized care. The unit features room service in a quiet, hotel-like environment with upgraded linens, iPads with a variety of entertainment options, TVs, WiFi, convenient parking and concierge staff.

The GSWB Surgical Suite expanded in September 2015, adding a specialty orthopaedic OR. Patients may now undergo orthopaedic, general gynecologic, urologic, plastic, vascular, colorectal, hand, dental, ophthalmologic and podiatric surgical procedures at GSWB, as well as pediatric procedures and endoscopies. A CT scanner, vascular ultrasound and expanded lab services have also been added.

GSWB's adult urgent care expanded its hours (9 a.m. to 9 p.m., 7 days a week) to provide immediate care for non-emergency injuries or illnesses. Urgent care is now staffed by physicians at all times.

The LIFE (Living Independently for Elders) Program at GSWB provides daily living and health services for people age 55 and older who might otherwise need a nursing home. LIFE participants are transported between their homes and a new, 3,000-square-foot adult day center for healthcare and medication management, meals, recreational services, social services and required therapies.

GSWB's Medication Therapy Disease Management (MTDM) program comprises two clinics: the MTDM/Anticoagulation Clinic and the MTDM Chronic Pain Clinic. The former works directly with patients and clinicians to better manage chronic disease states, such as anticoagulation ('blood thinners'), diabetes, high blood pressure, high cholesterol and asthma. The MTDM Chronic Pain Clinic team of pharmacists and social workers helps patients to better manage their pain medication by ensuring they get the right meds at the right time and at the right dosage.

The CareSite Specialty Pharmacy at GSWB helps patients who need access to specialty and biologic medications for diseases such as cancer, hepatitis C and autoimmune diseases. In addition to medication consultations, CareSite offers financial counseling.

GSWB is proud to serve its community with events that help children understand how their lifestyle choices contribute to their overall health. In 2016, its Back to School event drew more than 100 kids and involved GSWB employees from 22 departments participating in a range of activities to teach healthy behaviors to our young community members.

Home is where the hospital is

In 2016, Geisinger Wyoming Valley Medical Center (GWV) launched Treatment at Home Option (TAHO), a pilot program that provides coordinated care to local patients in their homes.

Through TAHO, patients receive care and services at home that would normally have required a hospital stay. Each patient is cared for by a coordinated team of physicians, nurses, physical and occupational therapists, pharmacists, Emergency Department care managers, outpatient care managers, transfer center nurses and mobile health paramedics. Every day, the coordinated care team begins with an all-hands meeting to discuss the patient's care plan for the day and to assign responsibilities.

Members of the care team visit the patients in their homes daily, providing medications, supplies and mobile services like X-rays and lab work. While in the patient's home, nurses and mobile health paramedics use specially equipped laptops for twice-daily videoconference visits to connect the patient with the physician(s) and other members of the care team who are coordinating the patient's care. Patients are given a call button to alert their transfer center nurse in case of emergencies that may require the immediate attention of a physician, mobile health paramedics or 911 emergency services.

One of the biggest benefits of the daily videoconference and in-person checks is the ability for the care team to assess how the patient's home life is affecting his or her care. TAHO's use of videoconferencing and other technologies also means that care teams are able to conduct real-time documentation for medical records, which can be accessed immediately and as needed by members of the team to further improve the quality of patient care.

Paramedics: For more than just emergencies

Paramedics associated with the Geisinger Wyoming Valley Medical Center (GWV) Mobile Health Paramedic Program do much more than provide emergency care. They improve access to healthcare by bringing it directly to patients. Since its inception, the program has reduced avoidable visits to the Emergency Department, as well as hospital admissions and readmissions.

Mobile health paramedics, or MHPs, integrate with other patient services and can offer more timely response than patients typically receive with traditional home care. Additionally, the paramedics follow up through home visits and phone calls with the same patients multiple times, so they are attuned to what's normal for each patient and when to escalate care.

The MHP program supplements existing GWV programs and services, including:

- Medical home support – MHPs provide physician-directed, in-home clinical care to community practice medical patients. This can range from physical assessments, medication reconciliation and home safety checks to IV hydration and IV diuresis.
- Heart failure clinic support – MHPs provide diuresis in the clinic and follow up with at-risk patients in their homes, all under the supervision of a heart failure nurse coordinator (HFNC).
- Home diuresis – MHPs provide home diuresis to heart failure patients, following a care plan devised by a HFNC, who works closely with the patient's cardiologist.
- ProvenCare Heart Failure® follow up – MHPs receive special training from the HFNC so they can conduct regularly scheduled follow-up calls to heart failure patients. The calls are reviewed by the HFNC, who provides additional feedback and education to the MHPs.
- Discharge PLUS – MHPs follow up with patients discharged from the Emergency Department to ensure they are safe

and getting the outpatient clinical services they need, as directed by an emergency physician.

- Post-discharge support – MHPs follow up with patients discharged from the hospital to ensure they understand their discharge instructions and medications and that they are connected with their outpatient care team.

Not only has patient response to the program been positive, with near-perfect satisfaction scores on surveys, it also has won national praise, including the 2015 Emergency Care Innovation of the Year Award. It's another example of how Geisinger cares for patients at the right time and in the right setting with relevant, flexible resources designed to meet the needs of patients in the Wyoming Valley community.

Addressing needs related to behavioral health and substance abuse

Aging brain program addresses memory disorders

Geisinger Wyoming Valley Medical Center (GWV) is home to a new Aging Brain Clinic. Designed to bring hope to patients with Alzheimer's and other neurological diseases, as well as to support their families and home-based caregivers, the clinic serves patients from initial evaluation and diagnosis through treatment. It offers services such as neuropsychology testing, neurological assessments, speech therapy and evaluation for any support services or community resources the patient needs.

Because Alzheimer's and other neurological diseases also affect caregivers — typically the patient's family or loved ones — the Aging Brain Clinic provides services for them as well, including education on different disorders, what to expect and how to best help the patient maintain the highest possible quality of life. The clinic also offers a support group for family members.

The Aging Brain Clinic is part of a network of aging brain care services being developed across Geisinger Health System. It is the first of several multidisciplinary centers of excellence for cognitive care, working with other Geisinger departments, locations and healthcare professionals to develop educational programs, tools and support services for primary care providers, as well as for patients and caregivers.

To support the Aging Brain Clinic, a clinical research team will be studying a variety of treatments, from medications to behavior therapies, to help dementia patients channel their agitation or combativeness in a positive way.

Research and treatment for kids with special needs

Geisinger's Autism & Developmental Medicine Institute (ADMI) in Lewisburg, Pa., focuses on clinical care, education and research to help children with special developmental needs. ADMI's mission is carried out by a team of specialists from neurodevelopmental pediatrics, genomic medicine, psychology, speech-language pathology, radiology and education. A team of researchers also investigates the underlying causes and manifestations of neurodevelopmental disorders, as well as behavioral and pharmacological approaches to treatment. ADMI's team members work under one roof to treat the whole patient, evaluating both behavioral and medical symptoms.

ADMI's aim is to help families improve outcomes for individuals with developmental disorders through increased access to care, accurate diagnosis, discovery of underlying causes and development of targeted treatments. Its services and caring staff can have a significant impact on families and help them adapt to raising a child with special developmental needs.

The institute recently opened a second center in Forty Fort, Pa., which provides families an additional opportunity for care closer to where many live and work. To support the new center, ADMI has hired two full-time speech-language patholo-

gists and a full-time nurse practitioner and continues to grow its Forty Fort team.

ADMI's connection to the local community extends to a partnership with Friendship House, through which the organizations offer a free training series for special educators called "From the Clinic to the Classroom."

Making substance abuse a focus of primary care services

For over 30 years, Geisinger Wyoming Valley Medical Center (GWV) has been committed to treating people who are afflicted with substance abuse at its Geisinger Marworth Alcohol & Chemical Dependency Treatment Center. Now an outreach program integrates addiction treatment counseling into primary care settings, including the Geisinger Mt. Pleasant Clinic in Scranton, Geisinger Tunkhannock, the Kistler Clinic in Wilkes-Barre, and the Geisinger Woodbine Lane Interventional Pain Clinic in Danville.

A Marworth outreach counselor who is specially trained in addiction issues works in these settings. Patients taking high doses of opioids to deal with chronic pain or those addicted to alcohol or drugs are a focus of the program. The program is designed to be sensitive to the stigma that can be attached to dependency and to help patients become more receptive to treatment. It also provides support for family members of the patient, because their involvement is crucial to a patient's recovery.

While some patients may have underlying mental health or chronic pain issues, the Marworth outreach program is specifically designed for people age 18 and older who have a primary diagnosis of drug or alcohol addiction. A certified counselor helps to assess and diagnose patients, and then refers them to treatment facilities and other support services in their community. Sometimes, the referral involves cognitive or behavioral approaches to managing pain while weaning patients off of medicines.

The program also provides an education component to help train healthcare professionals and community members in the latest "trendy" drug of choice and how to identify the signs and symptoms of addiction.

In 2014/2015, 47 patients were referred for inpatient addiction treatment, 102 for outpatient addiction treatment, 152 to 12-step programs, 2 for inpatient mental health treatment, 52 for outpatient mental health treatment and 187 to pain medication therapy.

Breaking down barriers to psychiatric care

Alcohol and drug addiction are serious issues affecting countless households in Wilkes-Barre and throughout Luzerne County. Many of our residents also struggle with psychiatric issues such as depression, bipolar disorder, anxiety disorder, eating disorders and schizophrenia. In addition, older residents and their families often face behavioral challenges related to aging. The behavioral health specialists at Geisinger Wyoming Valley Medical Center and Geisinger South Wilkes-Barre* understand the devastating impact that these conditions can have on families. Partnering with the local community to break down barriers to diagnosis and treatment is an immediate and long-term priority.

Through Geisinger's systemwide effort to bring psychiatric services to those who need them most, two clinical social workers have been integrated into the Kistler Clinic in Wilkes-Barre. These professionals are trained to assess and treat patients whose primary care physicians identify behavioral health issues. Their presence onsite eliminates long waiting periods for care. In addition, being introduced to mental health professionals by their primary care physicians helps many patients feel more comfortable pursuing psychiatric care. In the near future, Geisinger plans to provide similar psychiatric services for children at an integrated primary care practice in Forty Fort.

In Luzerne County, as in the rest of Pennsylvania and the nation, the aging of the baby boomer generation has caused an upswing in cases of Alzheimer's, dementia and other conditions related to the aging brain. Geisinger plans to expand its successful Aging Brain Clinic, which evaluates and treats these disorders, to a new location in Wilkes-Barre.

Improving healthy behaviors

Outreach program closes gaps in patient care

Geisinger Health Plan, through its ProvenHealth Navigator® (PHN) case management system, provides healthcare services to patients with progressive or relapsing conditions, such as renal disease, high-risk pregnancies, chronic drug and alcohol abuse, heart failure, COPD and for complex pediatric patients. PHN is Geisinger's version of a modern, comprehensive and team-based model of healthcare delivery often referred to as a "medical home."

PHN case managers are registered nurses who work with the most complex patients, helping to manage their care by educating them about their condition. They work with the primary care provider to develop a plan of care that will help keep the patient out of the hospital and engage him or her in the management of his or her own health. They also help the patient identify and understand which signs or symptoms necessitate a call to the case manager or primary care provider. Case managers help patients obtain equipment like ventilators and feeding tubes, make sure patients have transportation to their doctor's office and help patients with payment programs. The program also provides health coaching, nutrition management and medication management services to patients with chronic conditions such as asthma, hypertension and diabetes.

Social workers with the PHN program work with patients who have behavioral or mental health issues or financial concerns such as homelessness, which make it difficult for them to comply with their plan of care. The program's community health assistants (CHAs) evaluate patients — in their homes if needed — and help them access Geisinger and community services they need.

Many case managers, social workers and CHAs are multilingual. They also have access to Language Line, a phone-based system that provides on-call medical translators who work directly with patients, staff and family members to make sure everyone understands the patient's current medical condition and how best to manage it.

The goals of the PHN program include helping patients in the Geisinger Wyoming Valley Medical Center service area avoid Emergency Department visits and hospital readmissions. It also helps those who might be most affected by gaps in care get to their doctors, take care of routine tests like mammograms and colonoscopies and stay current with their medications — all of which can lead to an overall improvement in quality of life.

Comprehensive heart care and counseling, close to home

Wyoming Valley residents don't need to travel out of the region to receive high-quality care for heart failure or heart valve disease. The latest treatment options and innovative surgical procedures are available at Geisinger Wyoming Valley Medical Center (GWV).

GWV cardiologists and surgeons work as a team and provide heart failure patients with urgent care and short-stay observation, as well as treatment options ranging from medications to advanced techniques including pacemaker or defibrillator implants and cardiac resynchronization therapy. GWV heart failure patients can also receive the latest in heart-pump technology, including a left ventricular assist device (LVAD), an implanted rotor that helps the left side of the heart circulate

blood. LVADs are intended for end-stage heart failure patients who may or may not be candidates for heart transplant surgery.

GWV also offers comprehensive diagnosis and treatment for many types of heart valve disease. Among these innovative options is transcatheter aortic valve replacement (TAVR), which replaces the aortic valve in the heart using an artery in the groin.

Heart patients can also take advantage of GWV's inpatient education and outpatient support services. These programs help patients take better care of themselves, recognize when they need to seek help and avoid preventable trips to urgent care or the emergency room.

Every week, GWV hosts a valve clinic to screen patients for TAVR. There are also regularly occurring office hours for cardiologists who specialize in heart failure to review vital signs and medications, check for worsening symptoms and determine if additional therapies are needed. Patients are followed over the long term and provided with counseling and at-home support.

A monthly heart failure support group educates patients about how to manage their diets, medications, exercise regimes and the emotional and lifestyle changes associated with being a heart failure patient. The support group also provides a chance to increase activity levels through games and other movement-based activities. Plus, it offers an opportunity to make social connections that are key to recovery.