

## **ABOUT EXCELA HEALTH – IMPROVING THE HEALTH AND WELL-BEING OF EVERY LIFE WE TOUCH**

Excelsa Health, the leading health care provider and the largest employer in Westmoreland County, brought together three hospitals in 2004 – Westmoreland Hospital in Greensburg, Frick Hospital in Mount Pleasant, and Latrobe Hospital in Latrobe, and in 2008 acquired Jeannette District Memorial Hospital — with the goal of serving as a regional health care system that embodies high quality, accessibility and advanced technology locally. Staying the course, Excelsa Health continues to believe its success is rooted in safe and efficient patient-centered care driven by value-based behaviors. More to the point, Excelsa Health seeks to live its mission of “*Improving the health and well-being of every life we touch*” couched in values known as the Excelsa Way. Evidence of those ideals can be found in the events of fiscal year 2019, with the addition of new concepts, services and technologies while, at the same time, garnering recognition for its efforts from national, regional and local organizations. In all cases, the resulting programs, services and awards benefitted the area’s citizenry and demonstrated a focus on quality measures, further enhancing the way Excelsa Health provides care. Perhaps more important was the continuing addition of highly trained physicians, nurses and health care professionals who continuously bring its mission to life while together, management, the Board of Trustees and medical staff collaborate diligently, and thoughtfully, to provide outstanding care to this region. All in a day’s work at Excelsa Health as the extraordinary is embraced as routine by the 4,999 employees, 511 physicians, 242 allied health professionals, 22 family medicine residents, and 776 volunteers and auxiliaries who are the life’s blood of the health system.

As a Pennsylvania non-profit corporation described under section 501(c)(3) of the Internal Revenue Code of 1986, Excelsa Health was originally incorporated as such effective July 1, 1984, previously known as Southwest Health System, then Westmoreland Health System, followed by Westmoreland Latrobe Health Partners and finally, Excelsa Health. In addition to its hospitals, Excelsa Health encompasses other health-related subsidiaries and continues to expand as the needs of the community demand.

The tradition of providing care in neighborhoods and communities continues so accessibility and convenience are more than just an idea ... they are an ideal brought to life for the good of all constituents. Across Westmoreland County and beyond, Excelsa Health Outpatient Rehabilitation for outpatient physical, occupational and speech therapy, QuikDRAW and QuikDRAW PLUS for routine blood work, imaging and diagnostics, and Excelsa’s network of primary care physicians and specialists offer high quality care and serve as examples of what medical care is all about – providing treatment efficiently and effectively with the objective of minimizing and/or resolving the detrimental effects of a given condition so individuals can lead the best life possible. But “conditions” encompass more than the physical; they include the psychosocial/emotional aspects of good health as well.

The behavioral health team, with services offered at the Latrobe and Westmoreland Hospital campuses, also reaches into the community to aid those in crisis. During fiscal year 2019, Excelsa Health Behavioral Health Services provided the following community services:

1. **The School-Based Mental Health Program** (out of the Latrobe Hospital campus) operates fully functional outpatient clinics in seven Westmoreland County school districts in Derry, Latrobe, Ligonier Valley, Hempfield, Southmoreland, Jeannette and Mount Pleasant. Eleven licensed mental health professionals, a part-time psychiatrist, and a nurse practitioner provide services in the school setting. Each school site is licensed by the Pennsylvania Department of Public Welfare Office of Mental Health and Substance Abuse Services (OMHSAS) as satellite clinics of the Latrobe Hospital Child Outpatient Clinic. Currently there are 558 children in treatment in the School Based program.
2. **Nursing Home Support – Mobile Medication Education (MME) and Monitoring program**, based at the Westmoreland Hospital campus, is a Community Psychiatric Nursing Program providing in-home/community psychiatric nursing services. The program targets priority populations (an OMHSAS designation) who would otherwise be at-risk for state hospital admission as well as serving as the first point of follow-up for individuals discharged from state hospitals. Since the number of individuals being discharged from state hospitals has slowed, we are now working with acute care Mental Health Inpatient units to identify individuals who have had multiple psychiatric admissions to provide additional supports to assist them in the community. There are nine registered nurses and one aide attached to this program, which is licensed by the Pennsylvania Department of Public Welfare Office of Mental Health and Substance Abuse Services (OMHSAS) as a satellite of the Westmoreland Hospital Outpatient Clinic. In fiscal years 2018-2019 152 individuals were served in the MME program.
3. The **Crisis Response Center (CRC)**, located on the Westmoreland Hospital campus, was developed to provide an alternative to emergency room treatment for individuals in psychiatric crisis. Combined with the Excelsa Health emergency departments, we see approximately 3,600 individuals in some form of psychiatric crisis each year; at least 60 percent do not meet the criteria for inpatient admission and are discharged from the emergency department into the community. As we have seen a significant increase in individuals suffering from substance use disorders (SUD), we have developed a “Warm Hand Off” process which enables drug and alcohol case managers from our Single County Authority SPSHS to come and meet with individuals with SUD who present in crisis. This program facilitates a rapid level of care assessment and linkage the appropriate level of treatment while the individual is engaged and motivated to receive help. The program has been successful in helping individuals receive treatment more quickly and sometimes “door to door” linkage is achieved. Our Crisis Response Center is independently licensed by the Pennsylvania Department of Public Welfare Office of Mental Health and Substance Abuse Services (OMHSAS) and is attached to our psychiatric outpatient clinic. The Crisis Response Center provided services to 787 individuals this year.

4. Behavioral Health operates a seven-week summer camp, called **Camp Focus**, which served 158 children from the Latrobe, Derry, Mount Pleasant, Hempfield and Ligonier Valley school districts in fiscal year 2019. The camp offers an alternative for school age children so mental health treatment, growth and learning can continue during the summer opportunity to apply and refine skills developed throughout the year. *Expenses for the camp totaled \$22,777.*

The behavioral health staff members also provide various trainings, in-services and consultations including quarterly presentations to the Bariatric Surgery Support Group and an annual Children's Wellness Symposium.

### **EXCELA CAREGIVERS OF SOUTHWESTERN PA**

CareGivers is a separate, not-for-profit 501(c) (3) organization, operated as a subsidiary of Excela Health and under the direction/supervision of the Director of Behavioral Health. As members of the United States Psychiatric Rehabilitation Association (USPRA), the CareGivers recovery programs are nationally renowned as models of best practice and evidence-based implementation in the operation of peer driven, patient-centered programming. CareGivers is the largest community-based recovery program in southwestern Pennsylvania.

CareGivers is located at 1037 Compass Circle, Suite 102, Greensburg, Pa., and all programs are independently licensed by the Pennsylvania Department of Public Welfare Office of Mental Health and Substance Abuse Services (OMHSAS) and accredited by USPRA. Additionally, the Clubhouse is accredited by the International Coalition for Clubhouse Design (ICCD), a Swedish-based organization that oversees fidelity to the evidence base of the Clubhouse model in the United States. The individual programs are:

#### **Clubhouse**

The Clubhouse is a member-driven body where members and staff work side by side in a number of social, educational and vocational rehabilitation programs. It serves individuals who have reached a point in their recovery where they are ready to resume the path they were on prior to the acute stage of their illness. It provides educational counseling and supportive services for individuals seeking to return to high school or college and operates both a Transitional Employment Program and a Supportive Employment Program. The Clubhouse currently serves 38 active clients. Each of these individuals has developed their own person-centered plan which charts their personal course to wellness.

#### **Psychiatric Rehabilitation**

The mission of Westmoreland Psychiatric Rehabilitation is to promote a system of integrated and holistic services to support mental health recovery so that individuals with mental illness are able to achieve success and satisfaction in the living, working, learning and social environments of their choice. This is accomplished through psycho-education, skill acquisition and social networking. Psychiatric Rehabilitation is a group therapy-based day program, run by recovering consumers in conjunction with mental health professionals. Our Psychiatric Rehabilitation program provides 15 psycho-educational and skill development groups each week.

The group setting facilitates a sharing of experiences and provides support for the individuals on their journey to recovery. The program currently serves approximately 40 consumers.

### **Mobile Psychiatric Rehabilitation**

Mobile Psychiatric Rehabilitation is the smallest of the CareGivers programs with one practitioner assigned to it. This program provides more individualized support and rehabilitative opportunities and serves as a transitional service to consumers not yet ready for the open issue identification that occurs in the group-based Psychiatric Rehabilitation programs. There are currently 9 individuals participating in this program.

### **West Place Drop-In Center**

Westplace is a member-governed social gathering place offering an environment in which consumers can interact socially and become involved in advocacy and community service opportunities. Membership in the program provides opportunities for networking, fosters acceptance and mitigates the isolation felt by so many individuals with mental illness who are engaged in the recovery process. Westplace provides a sense of community and serves almost 400 meals each month to the members. By partnering with the local food bank we are able to provide a nutritious well-balanced meal at a nominal cost. Our sense of community is also enhanced through our holiday celebrations; 65 members attended our Easer holiday dinner in fiscal year 2019. In 2018, 120 individuals participated in the Westplace program. The program is operational each evening from 4:00 to 8:00 and has special activities offered on Saturdays.

Excelsa Health **JointWorks** at Latrobe and Westmoreland hospitals incorporates current care for joint replacement patients with up-to-the-minute techniques and treatments. JointWorks, a program that offers a comfortable, enjoyable and rapid joint replacement experience, features a welcoming environment and allows the patient to go through the therapy and recovery process with a family member who can encourage the patient throughout that time. The program lives the concept of a team effort as orthopedic surgeons, caregivers and therapists in the hospital, home and outpatient settings work closely with the patient and family for the best possible outcome. From pre-conditioning exercise to home care follow-up, JointWorks presents a seamless approach to joint replacement. According to the 2018 state estimate, the Westmoreland County population numbers 350,611. Considering that the age range for most hip and knee replacement surgery is 50 to 80 years of age as noted by the American Academy of Orthopaedic Surgeons, Excelsa Health should continue to see a rise in those procedures as well as other orthopedic and rehabilitative services.

Minimally invasive surgery, too, remains a viable option for those needing surgery and is available at the hospitals of Excelsa Health as well as the outpatient sites at Excelsa Square at Norwin and Laurel Surgical Center. With a second robot at Westmoreland Hospital in addition to the first da Vinci Robotic Surgical System at Latrobe Hospital, this form of surgery continues to grow in popularity, with trained general, gynecologic, thoracic and urologic surgeons performing procedures such as hysterectomy; uterine fibroid removal; prostate/prostate cancer surgeries; bladder and kidney surgeries; colorectal, hiatal hernia/esophageal (acid reflux) surgery; gallbladder and hernia surgeries, and others.

Late in 2014, the system added a robotic thoracic surgeon to its medical staff, widening the scope of services for the population. The da Vinci device greatly aids in patient recovery and the physician's ability to perform procedures with greater precision and visibility. Excelsa Latrobe Hospital has offered robotic surgery since 2009, with procedures increasing year over year. In fiscal year 2019 alone for both facilities, 979 patients (334 at Latrobe Hospital; 645 at Westmoreland Hospital) availed themselves of this advanced surgical technology.

## QUALITY AND SAFETY EFFORTS

Excelsa Health is always keenly aware of quality and patient safety, as evidenced by the new initiatives and programs undertaken in fiscal year 2019 to raise the bar even higher. As such, the following was instituted and, in some cases, made note of by external agencies.

1. Excelsa Health Home Care & Hospice, in partnership with The Fred Rogers Center for Early Learning and Children's Media and Seton Hill University, hosted a **continuing education course** in May 2019 called "*It Takes a Neighborhood: The Call of Community to Care for our Bereaved Children*". This seminar provided information about the process for how children experience grief and loss and their coping mechanisms for dealing with the death of a loved one or friend. The final session of the seminar introduced a new bereavement care initiative called **Neighborhood Kids: Family Based Grief Support Program**. This program will be launching in late 2019 and focuses on offering creative outlets for children to express their feelings of grief and loss through art, music and pet therapy. This collaborative effort between Excelsa Health Home Care and Hospice, The Fred Rogers Center for Early Learning and Children's Media, and Seton Hill University will continue into 2020 with sessions offered for youths based on age-appropriate activities.
2. The Excelsa Health Safety and Occupational Health Department presents **annual safety fairs** that are open to all Excelsa Health employees. These events present the different safety measures and programs in place to ensure the safety of Excelsa Health staff, patients and visitors. The safety fairs cover a range of topics including but not limited to Needle Safety (Blood and Body Fluid Exposures), Personal Protection Equipment, Slips, Trips and Falls, Fire Safety, Infection Control, Employee Wellness, Patient Safety, and more. The fair is set up as different booths that are engaging and interactive as the employees attend each booth and learn about the different safety subjects. These safety fairs are hosted at all three hospital campuses plus Excelsa Square at Norwin, Excelsa Square at Latrobe and Corporate Services Center.

In 2019 the total attendance for the safety fairs was **674 employees**. Additionally, the safety department also did “walk around” safety fairs at all three hospitals for the night shift employees. Safety and Occupational Health traveled to the campuses and engaged employees and shared safety information at each area along with prizes and candy for the employees. The night shift walk-around described above reached an **additional 250-300 employees**.

3. ***Nurse Residency Program*** – In fiscal year 2019, 97 nurses entered the Nurse Residency Program. The 24-month, comprehensive program is composed of two phases — Phase One, Year One and Phase II, Year One and Year Two — designed to support the development of the new nurse’s role as a professional, clinician and leader.
4. There were 128 in attendance at the ***4th Annual Evidence-Based Practice and Research Forum: Bridging the Gap from Idea to Prac-tice*** in September 2018. Marie A. Fioravanti, DNP, RN, Associate Professor of Nursing, Director of Nursing at the University of Pittsburgh School of Nursing at Greensburg was the morning keynote speaker and provided her expertise about “Developing a Unit-Based Committee for the Implementation of Evidence-Based Practice”. Jennifer H. Lingler, PhD, CRNP, Associate Professor of Nursing and Psychiatry, Director of ADRC Outreach, Recruitment and Education Core from the University of Pittsburgh, Pittsburgh, PA provided the afternoon keynote. Dr. Lingler shared her research about “Personalizing Risk for Alzheimer’s disease in the Era of Precision Medicine: Implications for Nursing Practice”. The following Excelsa Health nurses presented their Master of Science in Nursing capstone projects:

Palliative and Hospice Care Educational Module—Melissa Clawson-Rietscha, MSN, RN, Educator, Home Care and Hospice

The Benefits of Having Well-Developed Preceptors—Jennifer B. Faris, MSN, RN, COS-C, Nursing Supervisor, Home Care and Hospice

Care Navigation Strategies in the Emergency Department—Jessica Love, MSN, RN, Magnet Program Coordinator

Educating Staff about Magnet Designation - Christy West, MSN, RN, Clinical Director, 1D/1E

Susan Overly, MSN, RN, Clinical Director, Behavioral Health and Rachel Jackson, MS, LBS, Manager, Behavioral Health Outpatient shared their work about “Collaborative Care: Partnerships in the Community”. Nick Zaksek, Pharm D, Infectious Disease Pharmacist, Pharmacy discussed how “Nurses Can Play a Bigger Role in Antibiotic Stewardship Programs”. Debra Moffa, MSN, RN, Nurse Educator presented and explained the importance of “Delivering Health Literate Care”. Finally, there were eight poster presentations, recruitment activities for the students in attendance, and a Magnet station.

5. • **Professional Governance** – Professional Governance offers clinical, professional nurses a voice in decision making to create a positive impact on the quality of patient and family care through a structure of councils, committees and work groups. This model also embraces shared responsibility as nurses facilitate recommendations and make decisions about clinical care, quality improvement and professional nursing practice. Ideas are shared through the Unit-Based Council Spring Showcase and Professional Governance Fall Fair. The councils and committees participating in the fair and showcase are:
- *Leadership Council* provides a means for communication, integration and coordination of the functions of Professional Governance.
  - *Unit-Based Practice Council* provides a “voice” for clinical nursing in decision making at the unit level.
  - *Professional Development Council* oversees development, implementation and evaluation of professional career development programs.
  - *Management Council* oversees the human, fiscal, material and support resources/services within and affecting the continuing operations of the nursing department.
  - *Practice Excellence Council* defines, implements and maintains the highest standards of evidence-based nursing practice with additional committees reviewing subsets of this council.
  - *Advanced Practice Provider Council* implements those standards of practice defined by the American Nurses Association.
6. **Magnet Accreditation** - Excelsa Health Nursing applied for **Magnet Recognition** through the American Nurses Credentialing Center (ANCC) in August 2018. Magnet Recognition is the most prestigious credential for nursing excellence that a health care organization can achieve. Only seven percent of healthcare organizations in the nation have Magnet designation. The 247-page application, which provided evidence of nursing excellence in 78 different standards, was reviewed and approved by Magnet appraisers, and site visits will be scheduled for a later date. Some of the initiatives highlighted for the fiscal year 2019 include:
- Nurse Led Efforts to Prevent Catheter- Associated Urinary Tract Infections (CAUTI) at Westmoreland Hospital** - Catheter-Associated Urinary Tract Infections (CAUTI) are the most commonly reported hospital-acquired condition, and the rates continue to rise. CAUTIs lead to extended hospital stays, increased health care costs, and patient morbidity and mortality. Registered nurses can play a major role in reducing CAUTI rates to save lives and prevent harm. Nurses continually track CAUTI rates in their areas.

The nurses in the Intensive Care Unit (ICU) at Westmoreland Hospital noticed that the number of patients experiencing CAUTIs had increased.

As a result, the ICU unit committed to participating in a program funded and guided by the Agency for Healthcare Research and Quality (AHRQ) and managed by the Hospital & Health System Association of Pennsylvania (HAP) to prevent CAUTI. In July 2018 a team was formed and specific goals and interventions were identified and an action plan was set. Staff were educated and new protocols were created based on the latest evidence. As a result of multiple interventions, the CAUTI rate in the ICU at Westmoreland Hospital was ZERO for the months of November and December 2018 and January 2019. Staff from the ICU at Westmoreland Hospital traveled to Harrisburg to present their strategies and results at the HAP conference in Harrisburg in 2019.

**-Nurses Suggested Improvements to Westmoreland Hospital Emergency Room Design-** In 2017 staff meetings were held to ask nurses and other staff for input related to opportunities for improvements in the Westmoreland Hospital Emergency Department. Staff voiced barriers to communication and teamwork and ultimately patient flow. The Executive Leadership Team was supportive of implementing the suggested changes, and an architect was consulted regarding proposed changes. Nurses and front line staff were able to remain actively involved in the planning throughout so that changes were made with their direct experience and feedback in mind. The remodel of the Emergency Department nurses station was complete in the fall of 2018 with immediate positive feedback from staff regarding the improvement to the work environment.

**-Patient Fall Education-** Nurses strive to prevent any and all patient falls. In June 2018, unit 3D/3E at Westmoreland Hospital reviewed recent patient fall data and identified that the majority of falls occurred while patients were ambulating without staff assisting them. The team assessed departmental factors impacting an increase in falls and identified that staff professional development was needed to further refine the team's knowledge and practices. Staff education occurred in June and July of 2018. As a result, during the months of August, September and October of 2018, there were ZERO patient falls on unit 3D/3E at Westmoreland Hospital.

## **FOR OUR EFFORTS ...**

*... in Quality, Safety and Care Provision, Excelsa Health Was Recognized Through the Following Awards and Accolades*

1. The Excelsa Health Heart Center achieved **Mission: Lifeline STEMI Receiving Center** certification on June 30, 2017, which expires June 29, 2020, through the American Heart Association and the American College of Cardiology Accreditation Services.



- Receiving Center accreditation identifies hospitals with the capabilities to provide comprehensive STEMI (ST elevation myocardial infarction) care, including 24/7 percutaneous coronary intervention (PIC). Hospitals and health care organizations receiving these accreditations follow stringent guidelines including coordination with EMS and referral centers, participation in a multidisciplinary team, continuing education and data collection, among others.
2. The National Association for Business Resources has named **Excelsa Health among the “Nation’s Best and Brightest in Wellness®” for the third straight year.** The program honoring companies and organizations recognizing and celebrating quality and excellence in employee and worksite health, is administered by SynBella, the nation’s leading wellness systems firm. Winning companies were evaluated by an assessment and examined statistically for quantitative data and based on criteria to benchmark and improve wellness program effectiveness. Those criteria include outcomes, analysis and tracking, participation and incentives, benefits and programs, leadership, employee input, culture and environment.
  3. The **Excelsa Advanced Vein Center is one of only seven IAC accredited vein center sites** in the state of Pennsylvania. The Intersocietal Accreditation Commission (IAC) accredits imaging facilities and hospitals specific to superficial venous treatment and management. IAC accreditation is a means by which facilities can evaluate and demonstrate the level of patient care they provide.
  4. Highmark Blue Cross Blue Shield continues to recognize Excelsa Health Westmoreland Hospital as one of the **first in the nation to receive a Blue Distinction Center Plus<sup>sm</sup> designation** in the area of cardiac care as part of the Blue Distinction Center for Specialty Care<sup>®</sup> program. Additionally, Excelsa Health's *maternity care, bariatric surgery program and knee and hip replacement program (called Joint Works) have also been named as Blue Distinction Centers Plus.* The designation is given to hospitals who are shown to deliver quality specialty care based on objective, transparent measures for patient safety and health outcomes that were developed with input from the medical community.
  5. Excelsa Health hospitals – Frick, Latrobe and Westmoreland – have been designated as **Primary Stroke Centers** by the Joint Commission and recognized by the Department of Health for exceeding national standards for quality patient care. To earn accreditation, the Excelsa Health hospitals have demonstrated proficiency in the prevention and early management of stroke and TIA symptoms based on guidelines established by the American Heart Association/American Stroke Association for health care professionals.
  6. Excelsa Health Latrobe and Westmoreland Hospitals were recognized in 2019 for their status as **Get With The Guidelines<sup>®</sup> Stroke GOLD PLUS Achievement Award and Target: Stroke<sup>sm</sup> Honor Roll** by the American Heart Association and the American Stroke Association. The achievement is based on our usage of the most up-to-date, evidence-based treatment guidelines to improve patient care and outcomes.

7. **In December 2017, Excelsa Health WORKS**, the system's occupational medicine program, received certification from the National Association of Occupational Health Professionals (NAOHP). This three-year certification is considered the industry's gold standard of outstanding occupational health practices for the delivery of quality health care services to the workforce in the community. The NAOHP is the premier professional organization for occupational providers and clinics. It provides benchmarks, standards and best practice consultation nationwide with services evaluated on administration, operational framework, staffing processes, quality assurance, product line development and sales and marketing. The NAOHP surveyor noted that the program has "a highly committed staff that work wonderfully as a team for patient and client company excellence ... There are many aspects of practice that truly set it apart."

Just as Excelsa Health cares for its patients, so too, does it take into account the health and well-being of its work force through a variety of health initiatives.

1. For the fifth consecutive year, Excelsa Health has been recognized as a **Healthiest 100 Workplace in America**, an awards program presented by Healthiest Employer, LLC. In 2018, Excelsa Health was ranked 12 out of 100. More than 10,000 employers nationally applied for the award. Excelsa Health continued its recognition as one of the "**Healthiest Employers of Western Pennsylvania**", which in 2018, marked the eighth consecutive year. The *Pittsburgh Business Times*, a local business and industry publication, partnered with Indianapolis-based Healthiest Employer LLC to find the healthiest workplaces in western Pennsylvania.

## **COMMUNITY HEALTH NEEDS ASSESSMENT**

**Please see Attachment for detailed information.**

As part of the Patient Protection and Affordable Care Act of 2010, non-profit hospitals are required to complete a community health needs assessment (CHNA) survey every three years. An implementation plan must be adopted to address the identified needs and compliance with this requirement. The purpose of the CHNA process is to improve community health through utilization of a model that integrates health system planning with public health and community planning.

A community health needs assessment must include a description of the community, a description of the process and methods to conduct the assessment and other collaborating agencies involved in the process, a description of how the hospital considered input from persons who represent the broad interests of the community, and a description of the health care facilities and other resources within the community available to meet the community health needs identified in the community health needs assessment. If a hospital has more than one facility, a separate report and implementation strategy must be completed for each facility. Once the CHNA is completed, it must be made available widely to the public by posting it on the facility's website and must be easily downloadable from the website.

## EQUIPMENT, SERVICE AND TECHNOLOGY UPDATES

By way of system-wide equipment and service enhancements, Excelsa Health committed monies toward several vital service additions:

1. The expansion of the **Excelsa Advanced Lung Center** continued at Excelsa Square at Frick in Mount Pleasant. The Advanced Lung Center offers low dose CT screenings that allow for early detection and treatment of lung cancer. In 2019, the Advanced Lung Center began utilizing the Excelsa Square at Latrobe campus for patient follow-up screenings.
2. Excelsa Health completed **Phase Four of a five-year renovation project** at the Frick Hospital campus in February 2019, which has become known as Excelsa Square at Frick. This fourth phase featured a build-out of offices on the first floor for primary care providers including a residency practice. The convergence of Main Street Medical in Mount Pleasant and Norvelt Family Medicine are now located under one roof with convenient access to other outpatient services such as lab, x-ray, and other therapies. The internal medicine component of the primary care practices moved to the third floor at Frick. A built-out of new space for the **Excelsa Health Orthopedic and Sports Medicine** practice at Excelsa Square at Frick was completed in the summer of 2018 and is also located on the third floor at the Frick facility, allowing Excelsa Health's orthopedic specialists to provide sports medicine and orthopedic medical and surgical services to the populations of Mount Pleasant, Scottdale, Connellsville and beyond. An all-day open house was held in February 2019 to celebrate the integration of the two family medicine practices and migration of Internal Medicine and Orthopedics and Sports Medicine group to their new home on the third floor. Residents from the southern parts of the county were invited to the "Treasure Your Health" open house and had the opportunity to visit with the primary care and orthopedics care teams and tour the facility. Over **500 people attended** and about **100 new patients** were added to the primary care practice since the opening. **Phase Five** is currently under way and includes the convergence of Gastroenterology/GI, UPMC Hillman Cancer Center at Arnold Palmer Pavilion (Excelsa Health joint venture with UPMC for cancer care), and Excelsa Health Advanced Lung Center, under one roof.
3. Excelsa Health hosted a "**Not So Spooky**" **Halloween walk** in October 2018 to **culminate the completion of the build-out for Excelsa Square at Latrobe**. **About 300 residents** from the community were invited to attend and meet the service line clinicians and staff employed at the facility, and they received sweet treats and chances to play games and win prizes at each station inside the building.
4. **Excelsa Health WORKS Occupational Medicine**, a convenient and comprehensive service developed with industry and business employers in mind, expanded services to a new location in Latrobe. Now seeing patients in the eastern portion of the county, in addition to the original center in North Huntingdon in the western portion of the county,

Dr. Donald J. McGraw works alongside board certified and trained occupational medicine professionals, including a physician assistant, registered nurse, and a nurse case manager to keep the region's employees healthy and able to perform their jobs.

5. Excelsa Health, at its Latrobe campus, is assisting the community with the effort as a registered collector for the federal Drug Enforcement Administration. The health system installed a **MedSafe** receptacle in April 2018 available 24 hours a day in a publically accessible corridor on Latrobe Hospital's ground floor for the safe disposal of pills, tablets, capsules, ointments, creams, lotions, powders and liquid medications of no more than four ounces. The receptacle is available 24 hours a day, seven days a week. The secure drop box is under constant surveillance and emptied periodically by authorized health system personnel for processing of its contents. The addition of the MedSafe box is viewed as a means to help address a public safety and public health issue of opioid and other drug addictions growing within the Westmoreland County community. The health system has since expanded the program to Frick and Westmoreland hospitals and continues to promote safe disposal of unwanted opioid and other substance-related medications. In August 2018, Excelsa Health Pharmacy Director Dean Matanin conducted an interview with a local radio station and discussed the importance of utilizing the MedSafe receptacles and urged members of the community to dispose of their unwanted and unused medications.
6. The commitment continues to the Latrobe community as Excelsa Health moves forward with an ongoing effort to **modernize the Excelsa Latrobe Hospital campus**. More than \$2 million was earmarked for improvements in patient care areas and visitor/employee parking. The initial upgrades occurred on the hospital's fourth floor with the renovation of the nurses' stations and treatment areas among others. Expansion of existing parking lots and demolition of the adjacent parking garage also occurred with the removal of the Women's Care Services house, whose services were moved to Excelsa Square at Latrobe. Excelsa Latrobe Hospital houses state-of-the-art radiation oncology services and through a donor contribution to Latrobe Area Hospital Charitable Foundation, the latest equipment for the delivery of High Dose Radiation (HDR) brachytherapy is now available to prostate cancer patients. Special chairs were also provided to the UPMC Hillman Cancer Center at Arnold Palmer Pavilion for patients to use during their treatments.
7. To relieve the anxiety that may accompany a hospital stay, particularly one that is unplanned, Excelsa Health is utilizing **Pet Therapy** at its three hospitals with the most recent inclusion at Excelsa Square at Norwin. From July 1, 2018 to June 30, 2019, 41 dogs and their handlers participated in the program with assignments ranging from visiting in the outpatient waiting areas to bedside visits. They contributed 1,173.19 volunteer hours towards the total volunteer hours for the health system. The program continues to expand in an effort to enhance the patient experience further. Research has shown that pet therapy provides various health benefits to patients and others. All dogs in the program are registered as therapy dogs through one of a number of national or regional organizations and must be up-to-date on their own health requirements.

8. In the fall of 2018, Excelsa Health introduced **online scheduling for mammogram appointments**. Patients could now schedule their mammogram online and receive an appointment confirmation within 24 business hours. Patients provide their contact information, two preferred appointment locations, dates and times with Excelsa's schedulers performing the remaining functions. In fiscal year 2019, the organization continued to heavily promote the online scheduling tool through community outreach programs and activities as well as online platforms such as digital advertising and social media.

Excelsa Health also offers care across a continuum from prevention and wellness to emergency care, acute care, outpatient care, rehabilitation, home care and hospice and durable medical equipment (medical supplies).

## **REACHING INTO THE COMMUNITY**

In fact, the health system has garnered much recognition for its efforts on behalf of the "health and well-being" of the public it serves, always striving for excellence as our very name implies. Excelsa Health takes the role of corporate citizen seriously, too, partnering with community organizations to spread the word about various health issues, giving of its time and talents to neighborhood causes, and supporting the efforts of area health-related groups and others whose mission meshes with its own.

The following initiatives function as examples of Excelsa's presence in Westmoreland County and opportunities to address and meet the needs of the priorities listed in the 2019 Community Health Needs Assessment (CHNA).

1. The spotlight shown on women's health in October 2018 with the **A Brush of Hope** breast health awareness event. This specific event paired a painting session for attendees with artful presentations on the latest advancements in breast health technology. Excelsa Health breast specialists and radiologists discussed the importance of 3D mammography and how this technology has revolutionized the way mammograms are read and diagnosed.

Excelsa Health nurse navigators educated attendees on the role of the nurse navigator in the breast health journey and shared insight into the vast amount of resources available to women who are diagnosed with breast cancer.

Attendees walked away with a wealth of information, encouragement to receive their annual mammogram screenings and a beautiful portrait painting of a sunflower, resembling new beginnings and hope. A **total of 225 attendees** were in the house the evening of the event.

2. Excelsa's **Mall Walkers** program continued for the eighth year for fiscal year 2019, with **more than 200 individuals** attending each month (excluding December) at Westmoreland Mall, located in Greensburg, Pa. The program features a free health talk from Excelsa Health physicians and allied health professionals, free health screenings, light breakfast items, and a pre-measured walking course with interactive stations at multiple locations. Biometric screenings are offered in the beginning and end of the year so walkers can gauge their health progress in areas such as cholesterol levels, blood pressure, weight/body mass index and more. For fiscal year 2019, a **total of 180 biometric screenings were performed** and screening participation is expected to increase in fiscal year 2020. These screenings are provided by the Excelsa Health Well-Being Center as an in-kind contribution to the community.
3. To help people gauge their health status, Excelsa Health once again continued to co-sponsor "**Wellness Checks**", a **multiphasic blood analysis** that allows for the detection of many potential health problems at a low cost. Additional screenings were also offered with the program utilizing seven to 10 regional locations across Westmoreland County in both the fall (2018) and the spring (2019). Excelsa Health partners with area Rotary Clubs, Kiwanis, Volunteer Fire Departments and others to present the programs. Monies earned in part go to the scholarship funds of the various public organizations. Wellness Checks for fiscal year 2019 **added up to a total of 1,635 participants/screenings**.
4. The **Excelsa Health Advanced Vein Center** partnered with the Latrobe Rotary to host a "**Wellness Check PLUS**" event in October 2018. This event featured the multiphasic blood screening along with a vascular screening component, where attendees received an abdominal aortic screening ultrasound, a screening carotid duplex, an ABI and a foot check. Additionally, educators from the Excelsa Health Advanced Wound Center and Diabetes Center were onsite to provide educational materials and information to participants and their family members. **About 51 individuals** participated in the vascular screening and **11 of those screened scheduled follow-up appointments** with the Vascular Surgery team for additional consultation.

In April 2019, the vascular screening was replicated, targeting residents in the southern market of Westmoreland County who have a higher risk for pre-diabetes and Type II diabetes, heart disease and other risk factors that could lead to arterial (vascular) disease. Attendees received a free vascular screening provided by Excelsa Health physicians and clinicians along with an optional A1C blood test, plus a diabetes cooking demonstration with free refreshments and free recipes provided by Excelsa Health Diabetes Center educators.

**Eighty-five people registered for the event, 75 vascular screenings were completed with 14 follow-up appointments scheduled, 27 A1C blood tests were completed with 10 abnormal results prompting follow-up, and 27 individuals attended the diabetes cooking demonstration with added advanced wound care/diabetes presentations.**

The Vascular team was able to **identify a 6.5cm abdominal aortic aneurysm in one of the screened patients** and the patient has undergone successful repair since the event.

5. A **free hernia seminar and screening** was held in January and April 2019 for members of the community. Physicians from Excelsa Health Surgical Specialists discussed the importance of diagnosing a hernia, its risks, and the latest treatments including robotic technology prior to the private, individual examinations. The January hernia seminar and screening resulted in **42 attendees, 34 screenings and 12 appointments scheduled**. Of those 12 appointments, four participants were scheduled for surgery, three were pending surgery due to additional testing, three cancelled their follow-up appointments, one deferred surgery, and one was deemed “no surgery needed.” The April hernia screening and seminar garnered **45 attendees with 37 screenings and 10 resulting appointments**. Of those 10 appointments, two participants were scheduled for surgery, three were pending surgery due to additional testing, three cancelled their appointments, one had yet to receive their follow-up appointment, and one did not receive surgery but was scheduled for a follow-up consultation one year from the appointment date.
6. Excelsa’s outreach efforts also encompass community seminars and lectures in a variety of schools throughout Westmoreland County. One popular program, **Healthy Habits A-Z**, reaches Excelsa’s younger audience with tips and suggestions for living a healthy lifestyle, so that good habits can be instilled early in life. The program is designed to teach middle school students how to read a food label, practice healthy nutrition and physical fitness, and understand the importance of mental, emotional and social health and well-being by discussing ways to improve brain and heart health. For the 2018-2019 school year, **five school districts, 12 classrooms and 617 students** participated in the program. Students were provided a pre-test of the material covered to measure current knowledge of program topics; 72 percent was the average pre-education knowledge score. Once the students completed the program, a post-test was issued; the average post-education knowledge score was 86 percent, and the behavioral goal post-education was 85 percent, exceeding the baseline score of 80 percent.
7. October 2018 saw the celebration of the launch of **Project Fit America at Jeannette-McKee Elementary School**. Excelsa Health partnered with Jeannette-McKee and the community with the objective of empowering children and their families to learn healthy habits and enjoy healthier lives. Students are taught how to use the outdoor equipment and how activity benefits their bodies while also aiding in building social skills, character and leadership skills.

Excelsa Health, through its foundations, has been giving grants to area schools for this initiative since 2014 with previous recipients including Greater Latrobe Junior High School (Latrobe), Norwin Hillcrest Intermediate School (North Huntingdon), Franklin Regional Heritage Elementary School (Murrysville), and Derry Area Middle School (Derry).

The grant provides state-of-the-art fitness equipment, indoor fitness equipment, a curriculum with games, activities and challenges for children with the indoor and outdoor equipment. The program also teaches character development, sportsmanship, teamwork and leadership skills.

8. Understanding the importance of preparing high school students for careers after graduation, Excelsa Health hosted teachers from Westmoreland County school districts for “**Teacher in the Workforce**” workshops, as part of the county’s overall Workforce Development initiative. This program invites teachers from surrounding school districts to spend the day “shadowing” and hearing from Excelsa Health clinicians in a variety of healthcare fields. Professionals from Excelsa Health multidisciplinary teams provided group and one-on-one interactions with the teachers along with education preparation, such as technical school, college, etc., for these careers and others. **About 40 teachers** attended the spring 2019 workshops, and Excelsa Health hopes to expand the number of workshop opportunities in the coming months and years.
9. Continuing in the quest to prepare and educate the next generation of future healthcare leaders, Excelsa Health has partnered with the Westmoreland-Fayette Council of the Boy Scouts of America as part of its **Explorer’s Program**. The program introduces high school aged, co-ed students to various healthcare careers. The program commenced in October 2018 and continued to the end of the school year (May 2019). **One hundred twenty youths** attended the program from various school districts throughout Westmoreland County meeting on the first Wednesday of each month. Students chose topics of interest that were presented by healthcare professionals touching on their day-to-day activities, necessary education, hands-on activities and simulations.
10. Excelsa Health continued its participation in **community walks** such as Walk a Mile in Her Shoes, Walk for Suicide Awareness and Prevention, MS Walk, JointWorks Walk, Walk to End Alzheimer’s, March of Dimes Walk, Westmoreland Walks, and Freedom 5K, among many others. Representatives from Excelsa Health service lines attend and participate at these walks every year to promote the quality, convenient care Excelsa offers, close to home. Hundreds of people across Westmoreland County and surrounding communities register and participate in these walks in support of their promoted causes.
11. Excelsa Health engages the community at **multiple festivals, fairs and parades** throughout the year, including the Westmoreland Fair, Banana Split Festival, Penn Township Fall Festival, Mount Pleasant Glass Festival, Irwin Light-Up Night and Greensburg Holiday parades.

These family-friendly gatherings, ranging from **5,000 to 50,000 attendees** each year, allow the Excelsa Health team to share their Excelsa pride and remind residents of the primary and specialty care services they can receive right in their backyard, as well as the fact that Excelsa accepts all major insurances.



12. Westmoreland County includes a high population of senior citizen residents, and health care plays a major role in their everyday lives. These residents have the opportunity to attend a variety of **senior expos and health fairs** sponsored by local political figures and agencies to learn more about health care options in their community. Excelsa Health proudly attends and participates in these events and recruits physicians, direct care team members and staff to share information about Excelsa's quality services and, in some cases, perform blood pressure screenings or a specific screening related to their specialty, at no cost to the individual. These events have generated popularity within the county over the years, and thousands of county residents attend each event each year.
13. Excelsa Health has a longstanding partnership with the **American Red Cross** and offers use of campuses for hosting **regional blood drives** in the community. In fiscal year 2019, **10 blood drives** were hosted at Excelsa Health facilities, **250 individuals** presented for blood donation, and **203 units of blood** were collected.
14. In fiscal year 2019, Excelsa Health bereavement counselors and staff from *Our Clubhouse*, a group who provides free emotional and social support to those touched by cancer in western Pennsylvania, offered **Yoga for the Grieving Heart**, a yoga therapy class held April 25 to May 16, 2019, as a means of helping comfort those who have lost a loved one to cancer. The sessions included gentle yoga, meditation, Reiki, and dialogue to express and release grief as an alternative means of coping. Additional resources are available in partnership with *Our Clubhouse*, including **Living Life Post Cancer Treatment**, a group for adults of any cancer diagnosis who have completed treatment within the last two years. Offered at no cost to diagnosed patients, the nine-week program provides physical, mental, emotional and social support while teaching the role of nutrition, exercise and medical management in the patient's care plan. Sessions were facilitated by *Our Clubhouse* and several members of the Excelsa Health clinical team. **Nine individuals** attended these sessions during the length of the program, March 19 to May 7, 2019. Follow-up sessions commenced June 7, 2019.
15. The nursing Professional Image and Community Partnership Committee, Excelsa Health Latrobe Hospital and Excelsa Health Information Technology at Corporate Services Center teamed up with Derry Area School District for the second consecutive year to assist with a **Christmas Dinner Project**. The committee created a list of non-perishable food items to create a Christmas dinner for families in the area. Additional items were collected to supplement the families' food need. The 150 participants were eligible for free/reduced lunches during the school year. The desire was to fill the gap during the holiday break. Staff collected 150 of the assigned items with delivery on December 19, 2018.

At churches, malls and scores of other venues, for youth, seniors, and everyone in between, health-related events are offered. In this manner people have the opportunity to pursue a course of wellness, find needed support, learn about our capabilities and how they can help, or discover suspected or unknown health conditions early on, so that treatment can begin, offering the best possible chance for care and cure.

Through the Speaker’s Bureau, professionals in their fields offer insights on given topics and are free of charge. A range of support groups helps ease the burden of fear, apprehension, grief and other emotions after a life-changing event. Through support groups, or those groups supported by Excelsa Health, individuals have the opportunity to share thoughts and feelings within an atmosphere of acceptance, where emotions can be sorted through and concerns aired.

Additional community contacts include programs offered through The Well-Being Center, Excelsa’s OB/GYN professionals and others. By reaching beyond the traditional walls of its hospitals, as well as understanding the many, varied medical needs of the populations they serve, Excelsa Health can direct care where it is most accessible and most needed.

Through events such as Wellness Checks co-sponsored by area Rotary and Kiwanis Clubs, wellness initiatives at local colleges and schools, area festivals, senior expos and health fairs, and much more, Excelsa has touched innumerable lives, with the goal of preventing illness, keeping folks healthy, or teaching them how to stay healthy after a hospital visit.

Excelsa Health also offers numerous health and wellness avenues for its employees with on-site gyms, employee health fairs and more. Across Excelsa Health, to keep individuals healthy and disease-free, considerable attention is paid to wellness through the Well-Being Center and their community programs:

<b>Well-Being Center/Other Community Programs</b>	<b>Monies Expended – Populations Served</b>
To spread the message of wellness and available wellness opportunities free to the public via Excelsa’s Well-Being Center, Speaker’s Bureau and more	\$233,006
<p>To control the spread of flu by providing flu vaccines for employees and other staff for a healthier population while containing the spread of flu among the health system populations ...</p> <p>Employees, volunteers and contract employees receiving the flu vaccine:</p> <p>Cost absorbed for providing vaccine:</p>	<p>4,765</p> <p>\$66,753</p>

Lives touched through the Well-Being Center professionals and others via diabetes education, pre-natal classes and more	6,978
Cost absorbed for providing biometric screenings to employees	\$121,210
Discounts provided to subscribers based on income according to Area Agency on Aging income guidelines for the Lifeline Personal Emergency Response program for older adults or those at medical risk	\$4,519

Further, Excelsa Health continues to move beyond its traditional walls to strengthen bonds with its communities and touch lives well beyond those who enter its doors through an active **COMMUNITY OUTREACH PROGRAM**. In these outreach venues, Excelsa Health can bridge the gulf for those who otherwise may not seek care, pursue wellness measures, or know where to turn for health information. Additional resources were expended to accomplish the Excelsa Health mission of *improving the health and well-being of every life we touch* in the following fashion:

<b>Community Outreach Activity/Charitable Giving</b>	<b>Monies Expended - Populations Served</b>
Community health fairs, screenings, education programs	\$653,255
Lives touched through community health/wellness efforts	367,318
Free screenings performed	7,844
Community health publications	\$44,329
Community contributions	\$225,000
Continuing medical education provided through the health system for its medical staff	\$4,472
Tuition reimbursement for employees raising their level of education ultimately benefitting the quality of care delivered	\$791,411
Volunteer hours donated system-wide (Can translate to \$965,555 of time spent aiding the health system mission) – <i>number includes volunteers who are inactive/retired</i>	50,031
Hospice volunteer hours donated	4,415

Hospice volunteer mileage tracked as an in-kind donation	17,633
Monies for Camp Focus, providing a summer day camp for school age children so mental health treatment, growth and learning can continue during the summer months	\$22,777
The Employees Charitable Trust Fund: Excelsa Health system employees who, during fiscal year 2019, donated a percentage of their pay to aid fellow employees, community causes and the system's foundations, dispersed:	
-To the Westmoreland Hospital Foundation, designated for the Neonatal Unit and Heart and Vascular Center	\$5,000
- Other external aid	\$37,000
-Internal aid	\$13,700
-Other (accounting, misc.)	<u>\$1,700</u>
Total	\$57,400

But it's all about a call to action. And those actions translate to assuming a purposed leadership role as Excelsa Health seeks to increase access and enhance quality in new and enlightened ways. From its Board of Trustees to professional staff, Excelsa continues to focus its sites on what people need most — the best care possible, as close to home as possible, with the advanced technology and expertise to deliver that care.

**A Statistical Look at Excelsa Health**

As a fiscally responsible organization, Excelsa Health continues to look at ways to consolidate, integrate and initiate practices and processes that can sustain the health system over time, so that it is here today, and well into the future. As stewards of the public trust, it is Excelsa's duty to do so, and the legacy it leaves at this moment will become part of its history spanning more than 120 years.

<b>SYSTEM</b>	<b>FY2019</b>
Licensed Beds	<b>578</b>
Staffed Beds	<b>427</b>
Employees	<b>4,999</b>
Inservice and Hospice Volunteers	<b>558</b>
Auxiliary Members	<b>218</b>
Inpatient Admissions/Observations	<b>30,448</b>
Newborns	<b>1,236</b>
Acute Care Patient Days	<b>101,889</b>
Emergency Room Visits	<b>97,562</b>
OP Registrations	<b>687,119</b>

<b>County</b>	<b>Population Served</b>
Westmoreland	<b>263,894</b>
Fayette	<b>40,109</b>
Indiana	<b>18,722</b>
<b><i>Total Service Area</i></b>	<b><i>322,725</i></b>

In addition to its hospitals, Excelsa Health is a sole corporate member of the following organizations located in Westmoreland and parts of Fayette Counties and includes the following not-for profit subsidiaries:

- **Excelsa Health Home Care and Hospice**
- **CareGivers of Southwestern PA**
- **Westmoreland Hospital Frick Hospital Foundation**, a charitable foundation
- **Latrobe Area Hospital Charitable Foundation**

And its health care-related subsidiaries under the Excelsa Health Holding Company umbrella:

- **Excelsa Health Medical Group (formerly called the Excelsa Health Physician Practices)**

Encompassing bariatric surgery, behavioral health, cardiology, cardiothoracic surgery, ENT, family medicine, gastroenterology, general surgery, hospitalist program, internal medicine, intensivist program, neurology, OB-GYN, occupational medicine, orthopedics and sports medicine, pain medicine, palliative care, physiatry, thoracic surgery and vascular surgery.

- **MedCare Equipment Company**
- **Excela Health Diversified Services**
- **Excela Health Ventures, LLC**
- **Excela Health Anesthesia Associates, LLC**
- **Excela Health Reciprocal Risk Retention Group**

**WESTMORELAND HOSPITAL**

Over a century ago, Westmoreland Hospital opened its doors to a community in need of medical care and thus began a “healthy” partnership that has not only endured, but flourished. More importantly, the community leaders who served as the driving force behind this fledgling hospital set a standard by which all future leaders would be measured, one that embodied the tenets of high quality, cost effectiveness and commitment to excellence in patient care, all close to home.

As a 501 (c)(3) organization located in the heart of Westmoreland County, Pennsylvania, Westmoreland Hospital has sought to abide by those tenets while navigating the waters of industry change, economic downturn, and demographic shifts, always with an eye toward a steady horizon — its mission of “*Improving the health and well-being of every life we touch.*”

Today, Westmoreland, with 375 licensed beds, provides a full range of acute care services while serving as a regional referral center, caring for friends, neighbors, family members and others.

<b>WESTMORELAND</b>	<b>FY2019</b>
Inpatient Admissions/Observations	<b>18,545</b>
Newborns	<b>1,236</b>
Acute Care Patient Days	<b>68,950</b>
Emergency Room Visits	<b>46,523</b>
<b><i>Total OR Procedures</i></b>	<b>10,184</b>
IP OR Procedures	<b>3,071</b>
OP OR Procedures	<b>7,113</b>

<b><i>Total GI Procedures</i></b>	<b>5,897</b>
IP GI Procedures	823
OP GI Procedures	5,074
Total Lab Procedures & Tests	1,554,189
OP Registrations	337,642
OP Imaging Procedures	138,547
Physical Therapy Treatments	234,228

Because Excelsa Westmoreland firmly believes that its mission is inclusive and speaks to its truest sense of community commitment, the hospital and its employees reinvest in the community in the following fashion:

- Absorb bad debt and provide charity and uncompensated care: \$3,419,740
- 262 volunteers donate of their time and talents: 17,543 hours
- Patient education materials: \$30,068

The **Family Additions Maternity Center** offers maternity care in a home-like atmosphere featuring 10 labor-delivery-recovery suites (LDRs) with operating suites for Cesarean or high risk births, a Special Care (Level II) Nursery staffed with a neonatologist and neonatology practitioners, and pediatric care. Services for women planning or considering pregnancy are offered, along with gynecological services for women of all ages.

**Behavioral Health Services** features a 32-bed adult inpatient program, outpatient services for adults and children and reaches into the community through a variety of community-based programs. In 2013, Behavioral Health expanded and remodeled the Crisis Response Center, giving it a total of 4,000 square feet to accommodate individuals with multiple physical and emotional needs through a “Living Room Model” of crisis intervention. The crisis center has become a central evaluation and referral service for the community and served over 900 individuals in psychiatric crises in 2018.

Additionally, the hospital houses a breast health center; extensive outpatient services including a Short Stay Surgery unit; diabetes services; a full complement of imaging services including fixed-site and open MRI units; a bariatric surgery center, a large, newly renovated critical care unit with state-of-the-art features and an intensivist program (offering 24 hour a day, in-house physician specialist coverage in the critical care areas), and emergency care.

The **Westmoreland Hospital Emergency Department** continues to see patients from all walks of life and all stages of illness and injury. Within its refurbished space, the department saw 46,523 individuals in fiscal year 2019.

The **Excelsa Advanced Wound Center** continues to help patients with all types of wounds, most notably, with hyperbaric oxygen chamber treatment to speed healing in some types of wounds, especially diabetic ulcers. Excelsa Health is the first in the area to do so. Further, the center offers other treatments including topical skin care, wound dressings and medications. For more serious cases, Excelsa Health offers sophisticated solutions, such as “skin substitutes” to help cover an open wound, reduce healing time, and pain.

**Getting to the Heart of the Matter**

*The Heart and Vascular Center at Westmoreland Hospital*

**The Heart and Vascular Center at Excelsa Health** offers the latest technologies, compassionate care, highly advanced medical expertise reflected in exceptional outcomes, and experience commensurate with high volumes. The Heart and Vascular Center spans emergency care for quick assessment and treatment of heart attack and related conditions to diagnostic care, interventional cardiology, electrophysiology, cardiothoracic and vascular surgery, a Heart Failure Clinic, an A-Fib Clinic and cardiac/pulmonary rehabilitation.

Of equal importance is the fact that area residents no longer need to travel great distances for top quality, comprehensive heart care, particularly with Westmoreland County holding the dubious distinction of having a higher incidence of heart disease than anywhere else in the state. Here, patients can find care in their own community knowing that Excelsa Health seeks and meets stringent standards of care and quality.

As the centerpiece of Excelsa Health’s system-wide cardiac expertise, this interventional center houses the cardiac catheterization and electrophysiology labs and a 64-slice CT scanner; allows for high-volume open heart surgery (three cardiovascular operating rooms with two dedicated to open heart procedures as well as a 16-bed cardiac care unit, 52 telemetry beds and a dedicated nursing staff); has an imaging department with echocardiography, cardiac CT, cardiac MRI and a vascular lab, and all related technologies along with the experienced medical staff for diagnosis and treatment to ensure high quality and excellent survival rates. With the recruitment of additional interventional cardiologists, Excelsa Health also offers atrial ablation to correct atrial fibrillation (A-fib) and supraventricular tachycardia (SVT).

The Heart Center Procedures performed:

<b>The Heart and Vascular Center</b>	<b>FY2019</b>
Open Heart Surgeries	<b>178</b>
Cardiac Catheterizations	<b>2,976</b>
Electrophysiology Studies	<b>27</b>
Device Implantations	<b>366</b>
Ablations	<b>109</b>



Cardiac Rehabilitation Visits (all locations)	<b>26,616</b>
Pulmonary Rehabilitation Visits (all locations)	<b>7,082</b>

Additionally, innovative programs have further increased survival rates of individuals experiencing a cardiac event and include:

● **Twelve-Lead EKG Transmission**

A pre-hospital program, 12-lead EKG transmission brings together multiple technologies to aid in patient diagnosis, expedite care, and minimize heart damage. This program reduces the time to cardiac intervention significantly, in fact, below state averages, which has improved outcomes for heart attack victims.

The goal has been for each patient transported by emergency medical services to skip the emergency department visit and go directly to the cardiac catheterization laboratory.

For the health system’s efforts, they have been recognized by the American Heart Association as a model among the members of its Mission Lifeline Coalition in Pennsylvania.

● **Hypothermic Treatment of Cardiac Arrests**

Patients suffering a cardiac arrest have a high rate of mortality and morbidity. Studies have shown that more than 90 percent of people with cardiac arrest die before they reach a hospital.

Studies also have indicated that cooling a patient’s core body temperature improves those odds. Hypothermia therapy, most often begun in the emergency department, can also be started in a cardiac catheterization laboratory, a critical care or intensive care unit or in the field by emergency medical first responders. Many EMS providers are trained and equipped to initiate hypothermia therapy in the field including Excela Health’s EMS crews at Frick Hospital.

Excela Westmoreland also supports transparent public reporting of health care quality data and participates in national initiatives such as:

- American College of Cardiology Cath/PCI R
- Society of Thoracic Surgery Registry
- American College of Cardiology ICD Registry
- Center for Medicare and Medicaid
- Hospital Compare ([www.hospitalcompare.hhs.gov](http://www.hospitalcompare.hhs.gov))

Highmark Blue Cross Blue Shield has designated Excela’s program as a Blue Distinction Center Plus for Cardiac Care. Excela Westmoreland has also received the American Heart Association “*Get With The Guidelines*” Heart Failure Quality Achievement Award.

Excelsa Health achieved Mission: Lifeline STEMI Receiving Center Certification on June 20, 2017 (and continuing) through the ACC/AHA.

Patients are also introduced to a comprehensive cardiac rehabilitation program consisting of exercise and education as well as support services and home health care, if needed.

### **We're Expecting You ... The Family Additions Maternity Center at Westmoreland**

Expert care, support and education are the hallmarks of the Family Additions Maternity Center where Excelsa Westmoreland continues the tradition of providing parents-to-be with a warm, caring environment coupled with state-of-the-art technology. Excelsa Westmoreland understands that becoming a mom is not just about the birth, but the beginning of an incredible journey, one in which they help women, and their growing families, enjoy the experience while providing care and support that can last a lifetime.

It starts with a range of educational classes, most free, where individuals learn about pregnancy, parenting, care for the new infant, and so much more. Pre-natal testing is available as is nutritional advice for keeping mother and baby healthy and happy.

Birthing classes are offered for mom, the baby's father and even siblings. Grandparenting classes are available when the extended family is more intimately involved.

This award-winning center, features 10 well-appointed labor-delivery-recovery (LDRs) suites with all the comforts of home but equipped with the latest technology. There is also a Special Care (Level II) nursery for infants born prematurely, with very low birth weight, or other difficulties, providing 'round-the-clock care by certified neonatal nurse practitioners and neonatologists. Pediatricians are also close by to address special newborn needs. Also, private, post-partum rooms with pull-out beds for dads and operating rooms on the same floor for Cesarean sections, comfortable waiting rooms and a newborn photo service. Bonding with baby begins immediately following delivery through the 24/7 couplet care, which means baby "rooms in" so that the nursing team can help prepare the new family for life at home.

The private post-partum rooms also are furnished with pull-out beds helping to promote family togetherness. A celebratory dinner is also available after baby's birth. Births for the fiscal year 2019 reached 1,236.

Recognized as a "*Breastfeeding Friendly Workplace*" by the Breastfeeding Friendly Workplace Collaborative and the Pennsylvania Breastfeeding Coalition, Excelsa Health offers the support women need to breast feed the baby successfully. Lactation consultants are here before delivery with prenatal education and see every mom during the hospital stay. Once mom and baby are home, the lactation consultants are available for consultation.

Excelsa Health's Web site also offers a component called "*Baby Talk with My Excelsa Doc*" where women can type in questions and get a response from a doctor or allied professional regarding the many, varied aspects of maternity care.

Excelsa Health Volunteer Services, along with the maternity center, instituted a program called the Volunteer Cuddler Program. Volunteer “cuddlers” provide hours of one-on-one attention to infants with Neonatal Abstinence Syndrome within the hospital’s Special Care (Level II) nursery. Babies born with addictions are helped through this proven method of human touching and interaction.

**Family Additions Maternity Center Now Part of Keystone Scholars**

Keystone Scholars is Pennsylvania’s investment in a baby’s future. Westmoreland County was selected as one of six counties in Pennsylvania to participate in Keystone Scholars. The Pennsylvania Treasury is investing \$100 for every baby born or adopted in Westmoreland County during calendar years 2018 and 2019 to use for future higher education expenses. A baby with a higher education savings account at birth is three times more likely to pursue education or training after high school and four times more likely to graduate.

Higher education includes community college, vocational and technical schools, 2-year colleges, 4-year colleges, and graduate school programs. Parents have until the baby’s first birthday to claim the \$100 Keystone Scholars investment. Keystone Scholar accounts can be used up until the child turns 29. In fiscal year 2019, 23.3% of Westmoreland County participated in this program.

**Making Care More Accessible ... Outpatient Care and Community Outreach**

To make health care more accessible to its communities, Excelsa Westmoreland continues to offer services in an outpatient setting as well as health screenings, health fairs, educational classes, support groups and a vibrant Speakers Bureau, all with the purpose of keeping its communities healthy.

The Diabetes Center tends to the needs of the county’s diabetic population, which is 12 percent of the total Westmoreland County population. Diabetes education was provided to 549 patients at Westmoreland Hospital. The Diabetes Center also provides education to personal care and group homes, seeing 383 patients in fiscal year 2019.

Other clinics include the Digestive Disorders Center, Breast Health Center, Excelsa Health Outpatient Services, outpatient labs and imaging stations (QuikDRAW and QuikDRAW PLUS), and the Short Stay Surgery suite.

Varied procedures totaled:

<b><i>Total OR Procedures</i></b>	<b>10,184</b>
IP OR Procedures	3,071
OP OR Procedures	7,113
<b><i>Total GI Procedures</i></b>	<b>5,897</b>

IP GI Procedures	823
OP GI Procedures	5,074
Total Lab Procedures & Tests	1,554,189
OP Registrations	337,642
OP Imaging Procedures	138,547

## **FRICK HOSPITAL**

At the start of the 20<sup>th</sup> century, the wheels of progress were turning for the community of Mount Pleasant. With the help of a donation bequeathed by a former resident, a charter for a dispensary was granted and later that same year, in September 1902, a hospital charter was approved. Today, Frick Hospital, a 33 licensed bed hospital offers general acute care services, surgical services, rehabilitation services, outpatient services and more. Beyond that, the hospital is staffed with highly trained, home grown professionals; friends taking care of friends and neighbors with all the understanding and compassion shared experience fosters. The physicians are dedicated to quality and caring in equal measure, with a commitment to their community not often seen in more urban areas.

As a founding member of Excelsa Health, Frick expanded health care services to include women’s care services, providing a range of breast health services and bone density scanning, as well as an Outpatient Services Center featuring a centralized outpatient registration area with quick, convenient patient registration surrounded by a variety of outpatient testing areas and services, drawing together nuclear medicine, pulmonary function lab, stress lab, EKG, EEG, echocardiography, x-ray, ultrasound and mammography for “one-stop shopping.”

Always an object of community pride and community life, Frick Hospital also boasts a nationally recognized emergency department staffed with board certified emergency medicine physicians. Serving southern Westmoreland and northern Fayette counties, Frick Hospital also offers enhanced surgical services and new, state-of-the-art cardiac rehabilitation.

Its cardiac and pulmonary rehabilitation program is one of three across the Excelsa Health system, providing exercise, education and support to those who have had a heart attack. Patients are often joined by family members in a structured program of recovery that includes monitoring, supervision, maintenance and finally, independent exercise.

With the announcement made in June 2014, Excelsa Health is investing more than \$15 million in the Frick community over five years to design an innovative health care delivery system for the northern Fayette and southern Westmoreland county region. The completed project will boast a medical mall concept with lab, imaging and physical therapy services, physician offices, specialty services and extensive renovations. Phase I of this project began with a \$2 million remodel of the emergency department.

Phases II and III boasted renovations to the lobby area and café, enhanced diagnostics with rapid results and renovations to the second and third floors for medical specialty offices. Phase IV added a combined family medicine practice with residency program and a new space for an internal medicine practice as well as orthopedics and sports medicine.

**Phase V** began in the spring of 2019 and includes the convergence of Gastroenterology/GI, UPMC Hillman Cancer Center at Arnold Palmer Pavilion (Excelsa Health joint venture with UPMC for cancer care), and Excelsa Health Advanced Lung Center.

This 501(c)(3) hospital has also garnered the Hospital and Healthsystem Association of Pennsylvania Achievement Award for Quality, is a Press Ganey patient satisfaction leader, and is among the Top 200 Coding Hospitals named by Ingenix. Like its sister hospitals, Frick readily embraces the mission of “*Improving the health and well-being of every life we touch.*”

<b>FRICK</b>	<b>FY2019</b>
Inpatient Admissions/Observations	<b>2,785</b>
Newborns	N/A
Acute Care Patient Days	<b>8,304</b>
Emergency Room Visits	<b>22,377</b>
<b>Total OR Procedures</b>	<b>1,537</b>
IP OR Procedures	<b>49</b>
OP OR Procedures	<b>1,488</b>
<b>Total GI Procedures</b>	<b>2,818</b>
IP GI Procedures	<b>147</b>
OP GI Procedures	<b>2,671</b>
Total Lab Procedures & Tests	<b>473,011</b>
OP Registrations	<b>110,396</b>
OP Imaging Procedures	<b>56,319</b>
Physical Therapy Treatments	<b>36,307</b>

Because Excelsa Frick firmly believes that its mission is inclusive and speaks to its truest sense of community commitment, it reinvests in its communities in the following fashion:

- Absorb bad debt and provide charity and uncompensated care: \$1,207,139
- 77 volunteers donate of their time and talents: 11,215 hours
- Patient education materials: \$4,044

Outpatient physical, occupational and speech therapy services are also available here. Loyal to their community hospital, area residents volunteer to help with the day-to-day tasks that allow the hospital to run smoothly.

Frick houses a **cardiac and pulmonary rehabilitation** center providing easier access and convenience to those recovering from heart and lung-related issues. As the number of patients needing services nearly doubled, it was obvious that a larger, updated facility was a necessity. Consolidating all rehabilitation services in one location, the size of the center nearly doubled. The gym holds \$80,000 in equipment including five stationary bikes, three NuStep machines, a recumbent bike, two upper body ergometers and five treadmills. Flat screen televisions are an added amenity for patients as they work out.

Jacob's Creek Area **Faith in Action** is also located at **Frick Hospital**, which is one of four sites in Westmoreland County. The group provides volunteer companionship and assistance to help older adults remain in their homes independently and healthfully. The goal of the free program is to bring interfaith, non-profit and business communities together to enhance the everyday lives of those age 60 and older. With its parallel mission, hosting Faith in Action seemed a natural fit and Frick has helped to reduce administrative expenses so more United Way dollars can be used for volunteer support. Services range from transportation to medical appointments and caregiver relief to telephone reassurance and supportive visits. The chapter serves the southern Westmoreland county areas of Alverton, Everson, Mount Pleasant, Scottdale and other communities.

### **Quality Emergency Care ... the Frick Hospital Emergency Department**

Excelsa Frick's **emergency department** has received national recognition over the last several years for achieving excellence in patient satisfaction, ranking as a leader among similar-sized hospitals across the country and serving as a model for the rest of Excelsa Health.

Patients praise the Rapid Entry program that shortens waiting times, and the efficiency, warm welcome and excellent care that keeps them coming back to the hospital where everyone knows their names. In fact, the emergency department saw 22,377 patients in fiscal year 2019.

Dr. William Jenkins, Emergency Department Director at Excelsa Health Frick Hospital, was named the 2015 Emergency Physician of the Year by the Pennsylvania Chapter of the American College of Emergency Physicians. This statewide designation is given to a deserving emergency medicine physician of unusual merit, which was demonstrated over the course of his 24-year career at Excelsa.

### **Making Care More Accessible ... Outpatient Care**

To make health care more accessible to its communities, Excelsa Frick Hospital continues to offer **outpatient care** as well as health screenings, health fairs, educational classes, support groups and a vibrant Speakers Bureau.

The Diabetes Center tends to the needs of the county’s diabetic population, which is 12 percent of the total Westmoreland County population. Diabetes education was provided to 150 patients at Frick Hospital in fiscal year 2019.

Other outpatient procedures include:

<b><i>Total OR Procedures</i></b>	<b>1,537</b>
IP OR Procedures	<b>49</b>
OP OR Procedures	<b>1,488</b>
<b><i>Total GI Procedures</i></b>	<b>2,818</b>
IP GI Procedures	<b>147</b>
OP GI Procedures	<b>2,671</b>
Total Lab Procedures & Tests	<b>473,011</b>
OP Registrations	<b>110,396</b>
OP Imaging Procedures	<b>56,319</b>

## **LATROBE HOSPITAL**

In Latrobe, practicing physicians traveled by horse-drawn buggy at all hours of the day and night, through all types of weather conditions to reach the bedside of stricken patients. These dedicated souls not only journeyed far to administer medical care but also blazed the way for a local hospital to be built. That was 1907.

Today, this 170 licensed bed hospital offers a special blend of concern and compassion, creating a unique experience for patients in Latrobe Hospital, serving the eastern portion of Westmoreland County and southern Indiana County.

Compassionate, expert and high quality care are the traits most profoundly embodied by its physicians, nurses, and all health care professionals, inspiring trust and confidence in a lifelong relationship with the hospital. There’s a pride in this place that transcends the changes in health care, ensuring the community’s enduring support and the hospital’s continuing service to patients and their families.

A 501(c)(3) organization, Latrobe provides acute, surgical and specialized care, with:

<b>LATROBE</b>	<b>FY2019</b>
Inpatient Admissions/Observations	<b>9,118</b>
Newborns	<b>N/A</b>
Acute Care Patient Days	<b>24,635</b>
Emergency Room Visits	<b>28,662</b>
<b>Total OR Procedures</b>	<b>7,963</b>
IP OR Procedures	<b>1,350</b>
OP OR Procedures	<b>6,613</b>
<b>Total GI Procedures</b>	<b>7,379</b>
IP GI Procedures	<b>501</b>
OP GI Procedures	<b>6,878</b>
Total Lab Procedures & Tests	<b>961,887</b>
OP Registrations	<b>239,081</b>
OP Imaging Procedures	<b>79,888</b>
Physical Therapy Treatments	<b>121,612</b>

Because Excelsa Latrobe Hospital firmly believes that its mission is inclusive and speaks to its truest sense of community commitment, its employees reinvest in the community in the following fashion:

- Absorb bad debt and provide charity and uncompensated care: \$2,175,582
- 151 volunteers donate of their time and talents: 16,213 hours
- Patient education materials: \$12,762

Fundamental to a healthy community are strong capabilities in internal and family medicine. Latrobe Hospital is home to many primary care physicians who have practiced in the area their entire career, and several are graduates of the health system's Family Medicine Residency Program, affiliated with the Jefferson Medical College of Thomas Jefferson University.



As part of the residency program, family medicine residents are strongly encouraged to participate in community health fairs and screenings to build rapport with residents in the community who may become potential patients within the health system and, possibly, patients of the residents themselves if they choose to stay and practice in Westmoreland County.

With community needs as a focus and with the help of Excelsa's extensive resources, Latrobe has expanded the scope of services beyond the traditional community hospital realm. But at the heart of all Excelsa Latrobe Hospital does is the simple message of its mission ... *"Improving the health and well-being of every life we touch."*

**Minimally invasive surgery**, offering quicker recovery and less discomfort, is fast becoming the norm in many surgical specialties throughout the health system with Latrobe offering a dedicated suite for minimally invasive surgery. The emergency department has the ability to place a dedicated emergency physician in triage to expedite care for non-threatening emergencies, given that they reach 28,662.

Children and adolescents with emotional and behavioral problems receive counseling, medication and other therapies through **Behavioral Health Services**. The child service includes an 11-bed, acute inpatient program, outpatient services for children, adolescents and families, and provides school-based mental health services in four districts. Through Latrobe's behavioral health services, Camp Focus convenes each summer, aiding children experiencing emotional difficulties at this therapeutic day camp. The Commission on Cancer of the American College of Surgeons once again has granted a three-year **Approval with Commendation to the cancer program at Excelsa Latrobe Hospital**. The approval recognizes the quality of comprehensive patient care and commitment to providing access to all of the various medical specialties involved in diagnosing and treating cancer. Currently, some 1,400 Commission on Cancer programs exist in the United States and Puerto Rico, representing 25 percent of all hospitals.

Outpatient services include extensive imaging services, cardiac rehabilitation, and lab services. Outpatient surgery and short procedure suites along with a sleep center, wellness programs and more are also found here.

### **EPIC Rehab ... The Step Between Hospital and Home**

Here, specialists work as a team to make activities of daily living possible for people with limited mobility or diminished strength after surgery, stroke or injury. The rehabilitation program is designed to meet each person's specific needs.

Unlike many skilled nursing facilities, EPIC's inpatient rehab level of care provides for three hours of extensive rehabilitation each day, at least five days a week. The most common diagnoses treated include stroke, amputation, multiple trauma, arthritis, hip fractures and neurological disorders such as MS, Parkinson's disease, myopathy and polyneuropathy. Everything learned in therapy is practiced, even during non-therapy hours, so there is carry over from therapy to the patient's daily activities.

Additionally, EPIC also offers: Family training to aid the support person; Activities of Daily Living Suite where the patient and support person can share an overnight experience in a controlled environment; Neighborhood Way, to aid in community reintegration, and pet therapy and visitation.

### **The Future of Surgery Today – MIS and the da Vinci Robotic Surgical System**

Physicians at Latrobe are doing more with less ... meaning smaller incisions. Using minimally invasive techniques, specially trained surgeons operate through multiple small incisions rather than the single larger one often associated with traditional surgeries.

These procedures typically result in less pain, scarring and blood loss as well as a shorter recovery time. With the \$1.5 million da Vinci Surgical System used for robot-assisted surgeries, patients experience less blood loss and postoperative pain, realize a shorter hospital stay and recover faster. The first organization in the region outside of Pittsburgh to offer the da Vinci system, Excelsa's surgeons can achieve greater precision, better range of motion and increased visibility, often with improved outcomes. Physicians and surgeons use the da Vinci system for general surgery, urology cases and gynecologic procedures at Latrobe.

The Women's Care Services located within **Excelsa Square at Latrobe** serves as a comfortable place where women can get answers to health questions regardless of age or income. Here, caring and understanding professionals treat a woman's needs with dignity and respect. A nurse practitioner performs the exam and addresses concerns privately. Members of the Excelsa Health medical staff specializing in obstetrics and gynecology oversee the examination, testing and treatment. During fiscal year 2019, 1,019 patients visited the family planning clinic and 1,414 visited the prenatal clinic, all of which operates on a sliding scale according to income and family size. Healthy Women visits realized a slight decrease for fiscal year 2019. The breakdown is as follows:

Family planning visits:	1,019
Healthy Women visits:	71
Pre-natal Clinic:	1,414
Gyne Clinic:	249
Pre-natal deliveries:	97

Excelsa Health participates in a Pennsylvania state program called Select Plan for women ages 18 to 44 who qualify for free services. Excelsa Health also offers the Healthy Women plan for women over age 40 who are uninsured or underinsured so that they might receive free mammograms and PAP smears. Patients under age 18 also receive free services.

These clinics also serve as a clinical teaching site for the Excelsa Health Latrobe Family Medicine Residency Program. First and second year residents spend one month each on inpatient services and outpatient clinics.

## Wellness, Community Outreach and Outpatient Services

To make health care more accessible to its communities, Excelsa Latrobe Hospital continues to offer services in outpatient settings including health screenings, health fairs, educational classes, support groups and a vibrant Speakers Bureau. The Diabetes Center tends to the needs of the county's diabetic population, which is 12 percent of the total county population. Some 210 patients received education at Latrobe Hospital in fiscal year 2019.

Additional clinics include Excelsa Health Outpatient Rehabilitation, outpatient labs and imaging stations (QuikDRAW and QUIKDRAW PLUS), the short procedure suite and outpatient surgery where procedures totaled:

<b>Total OR Procedures</b>	<b>7,963</b>
IP OR Procedures	<b>1,350</b>
OP OR Procedures	<b>6,613</b>
<b>Total GI Procedures</b>	<b>7,379</b>
IP GI Procedures	<b>501</b>
OP GI Procedures	<b>6,878</b>
<b>Total Lab Procedures &amp; Tests</b>	<b>961,887</b>
OP Registrations	<b>239,081</b>
OP Imaging Procedures	<b>79,888</b>

## EXCELA HEALTH HOME CARE AND HOSPICE

### Home Care

A 501(c) (3) organization providing nursing care, rehabilitation, medical social services, palliative care and hospice care in the home, nursing home, hospital and other, varied settings, Excelsa Health Home Care and Hospice tends to patients throughout Westmoreland and surrounding counties.

The home health team has more than 40 years of combined experience working with patients and their families, regardless of their ability to pay. The organization prides itself on getting to know the patient and listening to the individual's health care concerns.

The home health team, consisting of nurses, physical, occupational and speech therapists, medical social workers, home health aides, dietitians, volunteers and others, encourages everyone involved to make each treatment plan a success.

The Excelsa Health Home Care and Hospice Community Liaison continues to develop relationships with skilled nursing facilities, personal care homes, physicians, regional health providers and the public, serving as a bridge for the hospitalized patient returning to another care setting, and a problem solver for physicians and other care providers.

Referrals are made via the physician, nurse, social worker, case manager, a social service agency or insurance company after which a thorough home health assessment is completed. While home health services are covered by many insurance plans, staff works with individuals to answer questions, maximize available coverage, and counsel them.

### **Hospice Care**

As one of the oldest, most experienced non-profit hospice services in Westmoreland County, Excelsa Hospice is committed to providing the highest level of palliative care to patients and families faced with a terminal illness. Excelsa's hospice program is Medicare certified and provided under the approval and supervision of the individual's family physician. Care is coordinated by skilled nursing staff and may include symptom control, pain management, and physical, emotional, psychosocial, spiritual and practical support for patients and their families. The team consists of nurses, social workers, home health aides, therapists, bereavement counselors, dietitian, home health and hospice-trained volunteers (numbering 81 giving 10,108 hours of service) and clergy. Each patient's plan of care is supervised by the hospice medical director and delivered by the hospice team, who works closely with the patient and family to give meaningful, end-of-life care and support. Patients and family are encouraged to ask questions and participate actively in the patient's care and treatment, particularly when assistance or reassurance is needed. After the death of a patient, loved ones receive bereavement support for up to 13 months. To enter hospice, patients must choose this service and have a certified prognosis of six months or less from a physician. Most recently, a formalized palliative care component was added focusing on improving a person's quality of life by providing relief from pain and other symptoms while working with the patient to determine goals of care and ensuring those goals are being addressed through treatment.

During the year, Excelsa Health Home Care and Hospice offers programs, in-services and specialized support groups for the public dealing with issues of loss, grief, and separation. They include the following:

- Annual Memorial Service
- Annual Grief and the Holidays Seminar
- Bereavement/Grief Support Groups

Additionally, programs focusing on care providers were offered at various times throughout the year. They included:

**Specialized\* Support Groups:**

- Art-Based Support/Art Expression of Grief
- Reiki
- Cancer Bereavement
- Yoga
- Men’s Group
- Scrapbooking

\*All groups are meant to gather grieving individuals with others in similar situations for peer support. All groups are supervised by bereavement counselors with many years of experience.

**Excela Health Home Care and Hospice Specifics:**

Home care visits:	133,883
Home care admissions:	7,525
Home Care patients served (unduplicated):	7,282
Hospice admissions:	732
Hospice visits:	21,115
Hospice patients served (unduplicated):	827

Because Excela Health Home Care and Hospice firmly believes that its mission is inclusive and speaks to its truest sense of community commitment, it makes provisions to:

- Absorb bad debt and provide charity and uncompensated care: \$45,727

**Lifeline® Personal Emergency Response**

Under the auspices of Excela Health Home Care & Hospice, the **Lifeline® Personal Emergency Response** program is an easy-to-use, personal response service. The program allows for assistance and emergency help for older adults or those at medical risk 24 hours a day, 365 days a year. It offers the subscriber a more independent lifestyle while giving families, who may not live in the immediate area, peace of mind knowing their loved ones are never farther from help than the push of a button. The program is highly affordable, particularly in comparison to like services and does not require a long term contract. Excela Health follows the Area Agency on Aging income guidelines, which may mean reduced rates for those who qualify. Additionally, the Phillips Lifeline equipment used by Excela Health is the only personal emergency response equipment approved by the Food and Drug Administration (FDA).

The Lifeline® unit works with an existing land line telephone, offering the benefits of 24 hour monitoring service along with two-way voice communication. A “Personal Help Button” is used by the subscriber to call for help.

The Lifeline® unit automatically dials a local ambulance service when the button is pushed. Personal service is the hallmark and includes six trained volunteers who install, troubleshoot and check equipment, making friendly visits as needed.

- Discounts provided to subscribers based on income according to Area Agency on Aging income guidelines: \$4,644
- Service area (Westmoreland County and beyond): 122 zip codes
- Lifeline subscribers: 380

## **Conclusion**

As a health care system with well-established roots in Westmoreland County and beyond, Excelsa Health continues to move in a healthy direction, addressing the needs of varied populations defined by community health needs assessment, surveys, demographic information and more. Through a robust slate of educational classes, health screenings, and outreach endeavors, coupled with the advancement of high levels of clinical care and the retention/recruitment of new talent bringing expertise to our region, Excelsa Health can stay the course of directing care where it is most accessible and appropriate. Further, uncompensated care is rendered so that segmented populations are not denied fundamental access to needed treatment.

As Excelsa's name implies, excellence, at all levels of care in all venues, is not only a goal but a health care way of life, one that *"improves the health and well-being of every life we touch"*.

## **Westmoreland Hospital Frick Hospital Foundation**

The Westmoreland Hospital Frick Hospital Foundation, formed in 2002, acts as a singular 501(c)(3) organization with its primary activities supporting both hospitals through funding any number of their initiatives. Governed by a board of directors who are community volunteers — business and industry leaders, heads of organizations, public servants and well-minded citizens — the foundation pursues its philanthropic endeavors with zeal and commitment, knowing that the success of the hospitals is tied to the success of the foundation. These board members also share in the mission and vision of Excelsa Health and are poised to keep pace with the demands brought about by patient need and our hospitals' quest to offer the highest level of care and technology possible. Additionally, the foundation is a steward of donated funds that aid in bringing that needed medical care to the region, a stewardship that is no small task. To accomplish the objective of garnering support, the foundation must and has developed meaningful relationships with the community-at-large. Its commitment also involves an intimate knowledge of what our communities need in terms of health care and necessitates the establishment of a continuing financial commitment through the generosity of those personal, community relationships. Without that community support, the foundation could not focus on its greatest goal — securing patient-centered care for all who need it, when they need it.

In addition to raising monies through special events, the foundation funds projects through major gifts, bequests, donations and other, similar means so that quality health care continues.

## **The Genesis of the Westmoreland Hospital Frick Hospital Foundation**

After Frick Hospital joined Excelsa Health in 2000, it followed that a charitable entity was desired to support the good works of the Mount Pleasant hospital. In its short history, the Frick Hospital Foundation has provided funds for the LifeLine<sup>®</sup> Emergency Response Program units (a personal emergency response system for the elderly or those at medical risk who wish to remain independent), cardiac rehabilitation equipment, emergency department renovations and state-of-the-art equipment, operating room renovations and the patient emergency fund, among others, and has raised in excess of \$70,000 since 2001. To create greater awareness about programs and services as well as involving the community, the foundation holds annual fundraising events throughout the community.

At the same time, the Westmoreland Hospital Foundation continued to dedicate its efforts in the provision of health care for the betterment of its community. Created in 1976 by the retired chief executive officer of the A.E. Troutman Company, Edwin S. Lauffer, who served as its first executive director, the Westmoreland Hospital Foundation keeps the wheels turning so that local, high quality health care remains for generations to come.

In 2016, the Westmoreland Hospital Frick Hospital Foundation also served as the lead donor, contributing \$1 million to the Westmoreland Hospital ICU Capital Campaign, one in which the ICU was renovated and structured using evidence-based research, best practices nationwide and front line staff engagement, improving care for the most critically ill/injured patients and improving the patient/family experience.

The foundation's outreach efforts include an annual golf outing. In FY 2019, funds from the 2018 Frick Golf Classic totaled \$96,000 and contributed to the installment of the Excelsa Health Advanced Pain Center location inside Excelsa Square at Frick (Frick Hospital). Monies raised from the golf outing and other associated funds amounted close to \$100,000 for the project.

Additionally, the foundation usually holds an annual Black Tie event, an evening of festivity and food for hundreds of guests who settle in for rousing games of chance. Historically, each event has designated funds toward various endeavors such as Excelsa Health Home Care and Hospice patient/family care and cardiac services. Previously in FY 2018, the focus of the Black Tie event was maternity care and raising funds to support the Family Additions Maternity Center at Westmoreland Hospital. Excelsa Health leadership desired to expand resources for equipment upgrades and service locations and decided to shift focus to cancer care in FY 2019, so funds from Black Tie for Hope were designated to bringing world-class cancer care to Excelsa Health campuses across the system. Funds from the 2019 Black Tie for Hope event totaled \$109,000 and enabled purchases of newer 3D mammography paddle machines for all Excelsa Health mammography locations, promoting and providing a more comfortable patient experience for women receiving their annual screenings. Monies raised from the Black Tie event and other associated funds amounted close to \$1 million for cancer care at Excelsa Health.



## **Latrobe Area Hospital Charitable Foundation**

The mission of the Latrobe Area Hospital Charitable Foundation (LAHCF) — *To facilitate the very best in community-based health care at Excelsa Health Latrobe Hospital* — supports the overall mission of the Excelsa Health system. And since the foundation’s birth in 1995, the good people of Latrobe and beyond have lent generous support for the betterment of Latrobe Hospital and the communities it serves. Contributions have gone to educational programs and projects that have been far-reaching and comprehensive. Serving as the steward for all contributions received on behalf of Excelsa Health Latrobe Hospital, the foundation also supports the hospital by administering numerous donor-specified contributions toward projects such as cardiac rehabilitation, childhood obesity nutrition program, adolescent behavioral health, EPIC Rehab, and the new home for the Excelsa Health Latrobe Family Medicine Residency, among others. Throughout its history, the LAHCF has supported many initiatives so that the message and practice of good health, disease prevention, and wellness reaches community members of all ages.

Most recently, the LAHCF has lent its support to two of Excelsa Health’s newer projects — High Dose Radiation (HDR) brachytherapy and renovations to the 4<sup>th</sup> floor patient and care team areas at Latrobe Hospital. Through a joint venture with UPMC Hillman Cancer Center, Excelsa Health offers the same high quality cancer care one would find in Pittsburgh, right here in Westmoreland County at Arnold Palmer Pavilion at Mountain View. Thanks to the generosity of a local donor, the LAHCF invested \$600,000 in state-of-the-art equipment and materials for the administering of HDR brachytherapy, a treatment option for patients with prostate cancer. This specific course of treatment includes a nontraditional approach in providing cancer care and a shorter recovery period, making it a viable solution for patients selected to receive HDR brachytherapy. To further enhance the patient experience at Arnold Palmer Pavilion, 26 regular chairs and two bariatric chairs were acquired, as a result of yet another generous contribution from a grateful donor. These chairs feature elements such as heat and massage, a side table and cup holder, and flexible seating arrangements, all to provide a more comfortable process for patients who may be experiencing treatment sessions up to seven hours in one day.

In 2019, LAHCF contributed more than \$1.2 million to the enhancement of the 4<sup>th</sup> floor at Latrobe Hospital. Upgrades to the unit nursing stations and inpatient rooms allowed for more efficient workspace for direct care team members and more streamlined continuity of care.

During the course of the foundation's history to the present day, the Latrobe Area Hospital Charitable Foundation has provided more than \$17 million to benefit its hospital and community.