





# in their voices

In 2011, Penn Medicine's physicians, nurses and staff delivered superb patient care, our researchers made great strides in vital areas, and we trained some of the best future physicians and scientists in the world.

We also worked hard to be good neighbors – locally and around the globe.

We've continued to work diligently to improve the health and health care of people in need through a wide array of community-focused programs and services.

This report offers a look at some of our many community-focused projects of the past year. You'll meet some of the people behind the programs and hear from those who have benefited.

As always, Penn Medicine's community initiatives are about real people helping real people ... **simply because.**

To hear more about these programs, as told by members of the Penn Medicine community in their own voices, visit

[www.pennmedicine.org/community](http://www.pennmedicine.org/community)





“I would do anything for this clinic because it has helped me so much.”

Cynthia  
University City Hospitality Coalition patient

The **University City Hospitality Coalition** provides meals to vulnerable individuals in University City six days a week. More than just a soup kitchen, it also offers medical advice, vaccinations, screening tests, and medical referrals by physicians and medical students from the Perelman School of Medicine at the University of Pennsylvania.



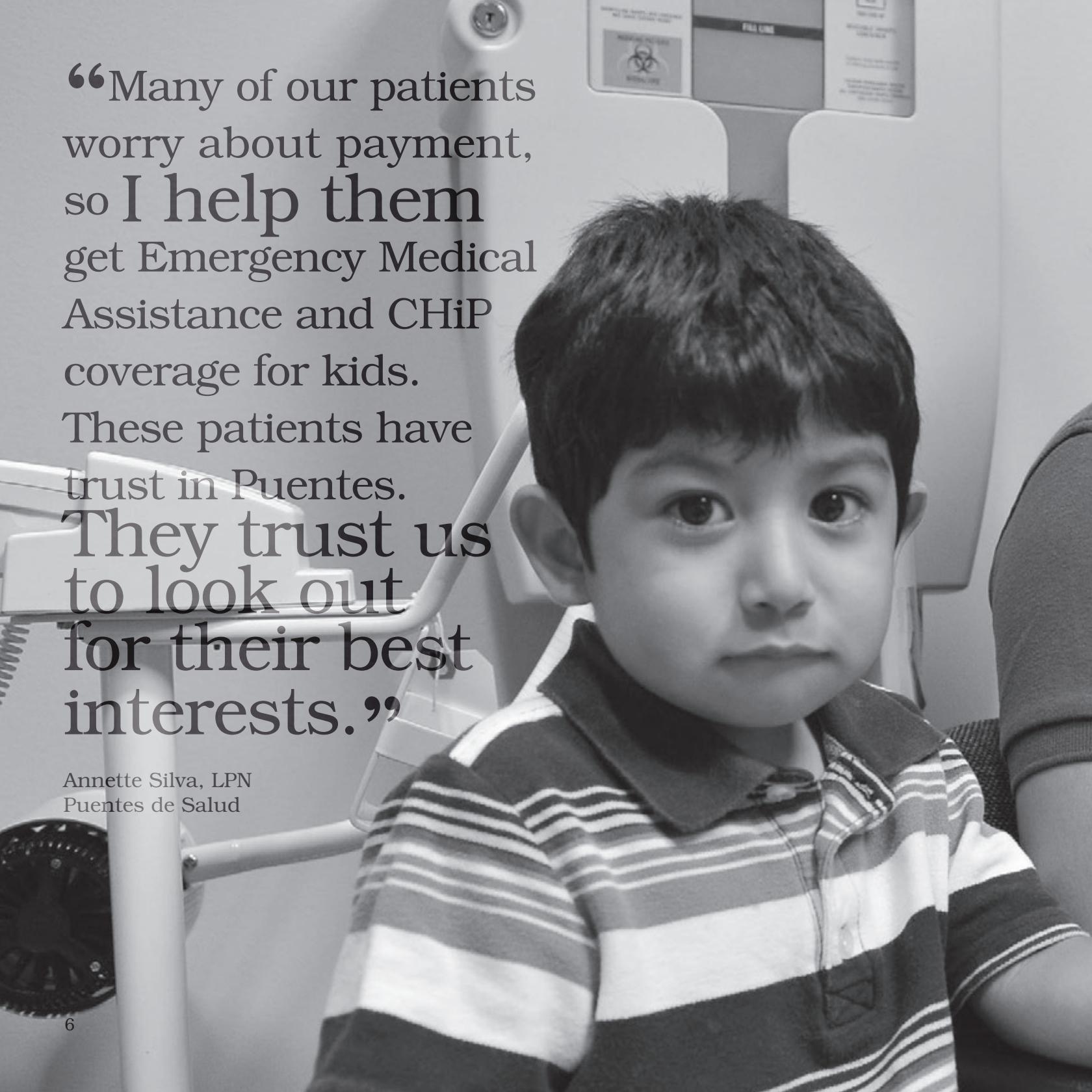
“This program gives us a chance to see our patients’ trust on both sides and improves our doctors’ ability



The **Home Visitation Program** helps patients who have a difficult time getting to see physicians in their offices. Each month family medicine physicians, residents, social workers, and pharmacists provide needed care to those requiring medical attention in their own homes.

Patients' lives up close and firsthand. This increases  
ability to deliver great care – now and in the future.”

Peter Cronholm, M.D.  
Home Visitation Program

A black and white photograph of a young boy with dark hair, wearing a striped polo shirt, sitting in a medical chair. He is looking directly at the camera with a neutral expression. The background shows parts of the medical equipment, including a biohazard sign and a 'FILL LINE' label.

“Many of our patients worry about payment, so I help them get Emergency Medical Assistance and CHiP coverage for kids. These patients have trust in Puentes. They trust us to look out for their best interests.”

Annette Silva, LPN  
Puentes de Salud



**Puentes de Salud** (Bridges to Health) is a clinic that serves the medical and social needs of Philadelphia's Latino community. Penn physicians, nurses and social workers provide care to more than 800 patients each year, many of whom are undocumented. The clinic also offers targeted health education programs for the entire family.



“It’s like the best care you can get coming right to your door. Christina, who is our terrific visiting nurse, would come right now if we needed her.”

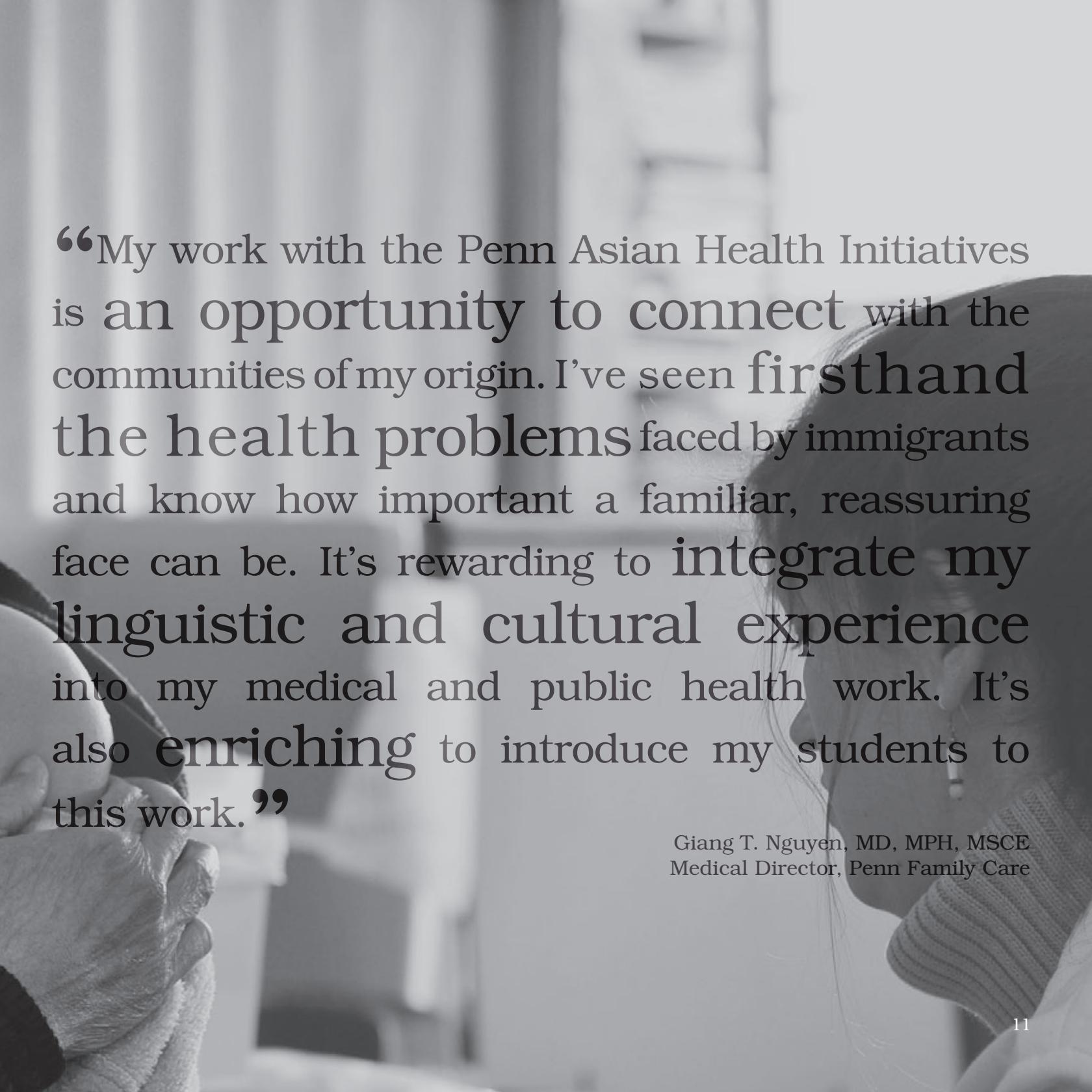
Theresa Hill  
wife of Transitions In Care patient,  
Rev. Waddell Hill

The **Transitions In Care** program works to ease the transition from hospital to home and reduce the need for readmission. Newly discharged older patients with a chronic disease, such as diabetes or heart failure, are assigned specially trained nurse practitioners who make regular home visits for up to three months. While recovering at home, patients receive the care they need to stay out of the hospital or the emergency room.



The **Penn Asian Health Initiatives** helps address the health needs of Philadelphia's immigrant Asian communities through medical treatment, preventive care, research and education. This past fall, almost 200 residents received flu shots from Penn physicians, medical students, and nurses.

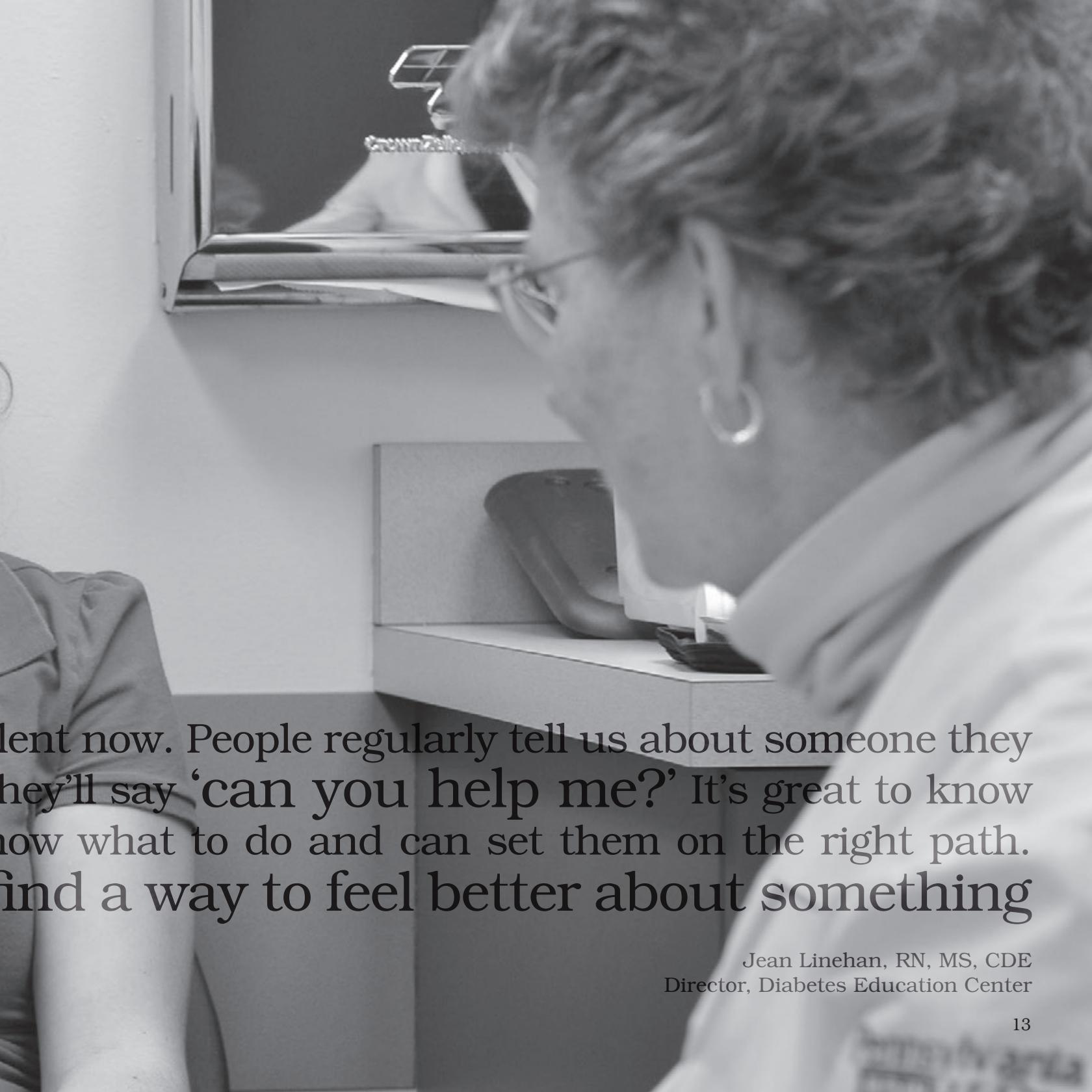




“My work with the Penn Asian Health Initiatives is an opportunity to connect with the communities of my origin. I’ve seen firsthand the health problems faced by immigrants and know how important a familiar, reassuring face can be. It’s rewarding to integrate my linguistic and cultural experience into my medical and public health work. It’s also enriching to introduce my students to this work.”

Giang T. Nguyen, MD, MPH, MSCE  
Medical Director, Penn Family Care





...ent now. People regularly tell us about someone they  
...they'll say 'can you help me?' It's great to know  
...now what to do and can set them on the right path.  
...find a way to feel better about something

Jean Linehan, RN, MS, CDE  
Director, Diabetes Education Center

“The people I work with often feel they’ve been cast away by society. I’m struck by how few resources they have. They often have horrific addictions and serious health problems. I feel fortunate to play a part in making them healthier.”

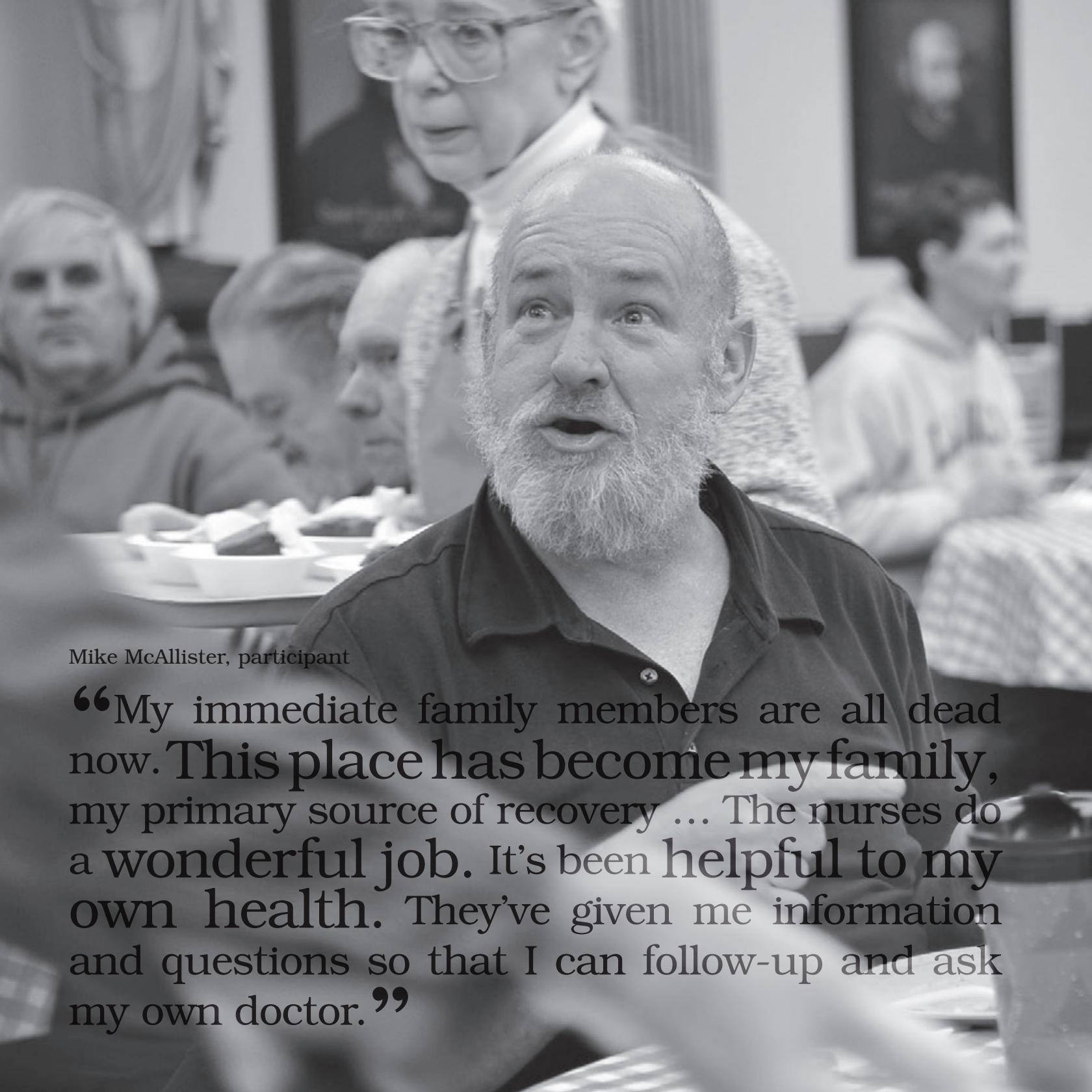
Rachael Truchil, MD  
Internal Medicine Resident





i make  
change  
GeoClan. m

**Prevention Point** is a non-profit clinic in North Philadelphia serving the uninsured and residents of public shelters. Services are delivered by Penn residents and physicians and range from treating infections to providing vaccines for hepatitis and tetanus. The clinic also helps stem the spread of HIV and hepatitis C by working with the City of Philadelphia to provide free, safe needle exchange – a preventive measure that can ultimately save lives.



Mike McAllister, participant

“My immediate family members are all dead now. This place has become my family, my primary source of recovery ... The nurses do a wonderful job. It’s been helpful to my own health. They’ve given me information and questions so that I can follow-up and ask my own doctor.”



Every month homeless men gather at **Old St. Joseph's Church** in Old City to hear lunchtime health lectures by Penn nurses on topics the men choose themselves. Nurses from many disciplines participate, including psychiatry, emergency medicine, cardiology, and internal medicine.

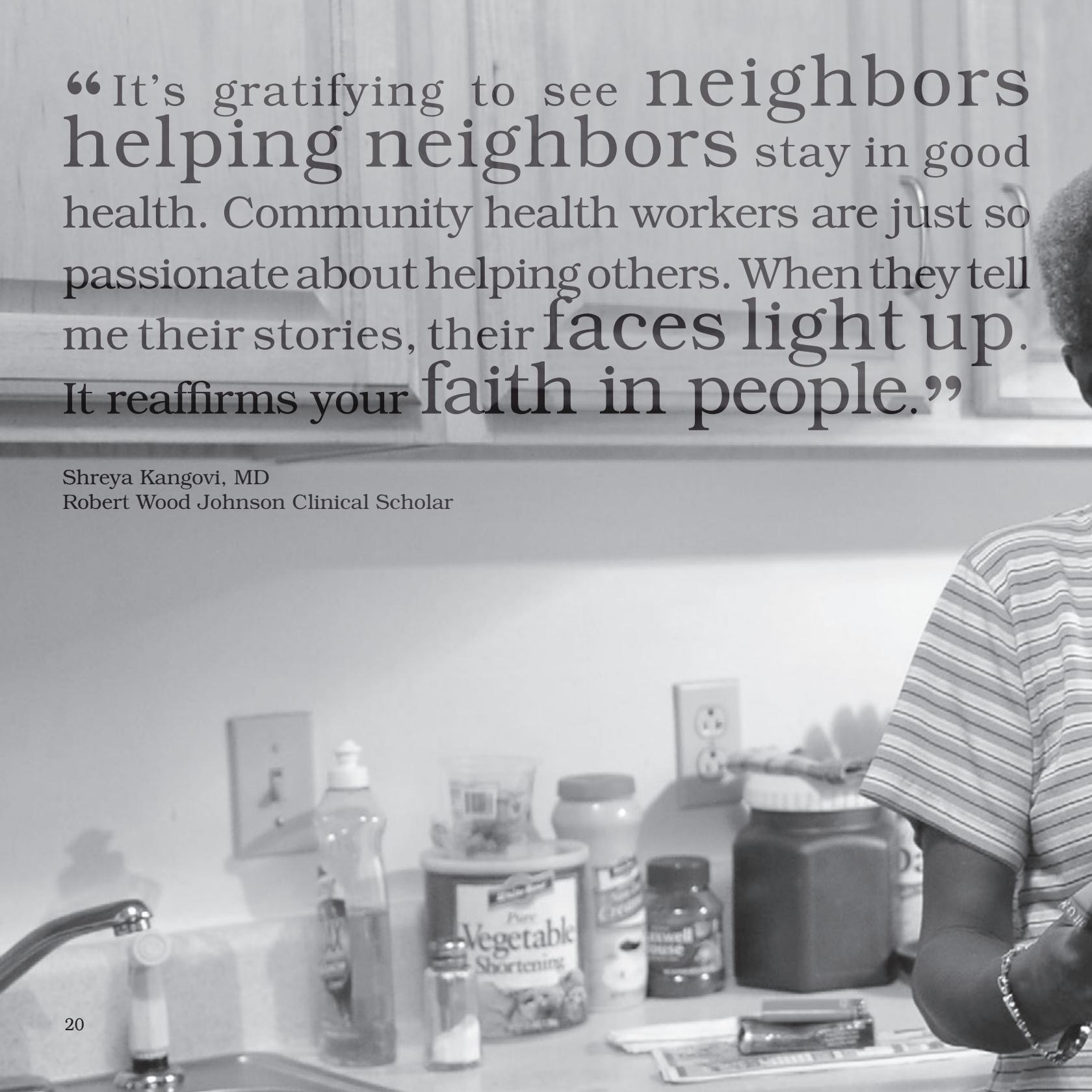




“We saw starting this clinic as a way both to help a vulnerable population, and teach resident physicians about the challenges and rewards of global health and tropical medicine.”

Joseph Garland, MD  
Refugee Clinic at Penn Center for Primary Care

The **Refugee Clinic at Penn Center for Primary Care** is a partnership with HIAS (Hebrew Immigrant Aid Society) Pennsylvania, a local rescue, resettlement and assistance agency. Working through translation services, the clinic provides medical care to newly arrived refugees from such countries as Nepal, Eritrea, and Burma, who speak a variety of languages including Nepali, Tigrinya, Chin, and Kachin. Penn internal medicine residents work with attending physicians to carry out physical exams, administer immunizations, and arrange for specialty care.



“It’s gratifying to see neighbors helping neighbors stay in good health. Community health workers are just so passionate about helping others. When they tell me their stories, their faces light up. It reaffirms your faith in people.”

Shreya Kangovi, MD  
Robert Wood Johnson Clinical Scholar

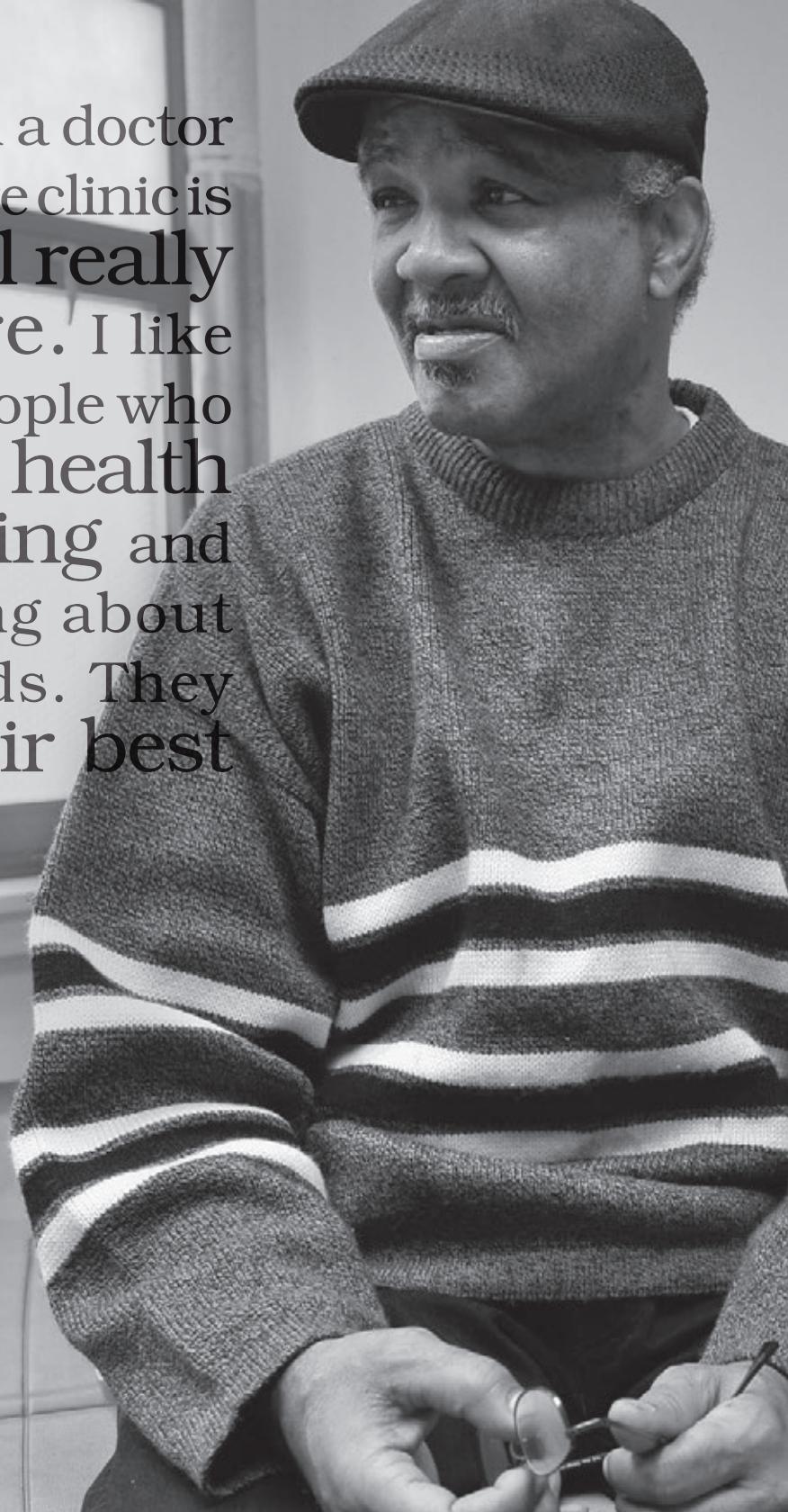


With the help of trained community residents, the **Patient-Centered Transition (PaCT)** project works to reduce preventable hospital readmissions. PaCT staff help patients make appointments for follow-up care and take their medication as needed. PaCT is a partnership between Penn Medicine and Spectrum Health Services, Inc.

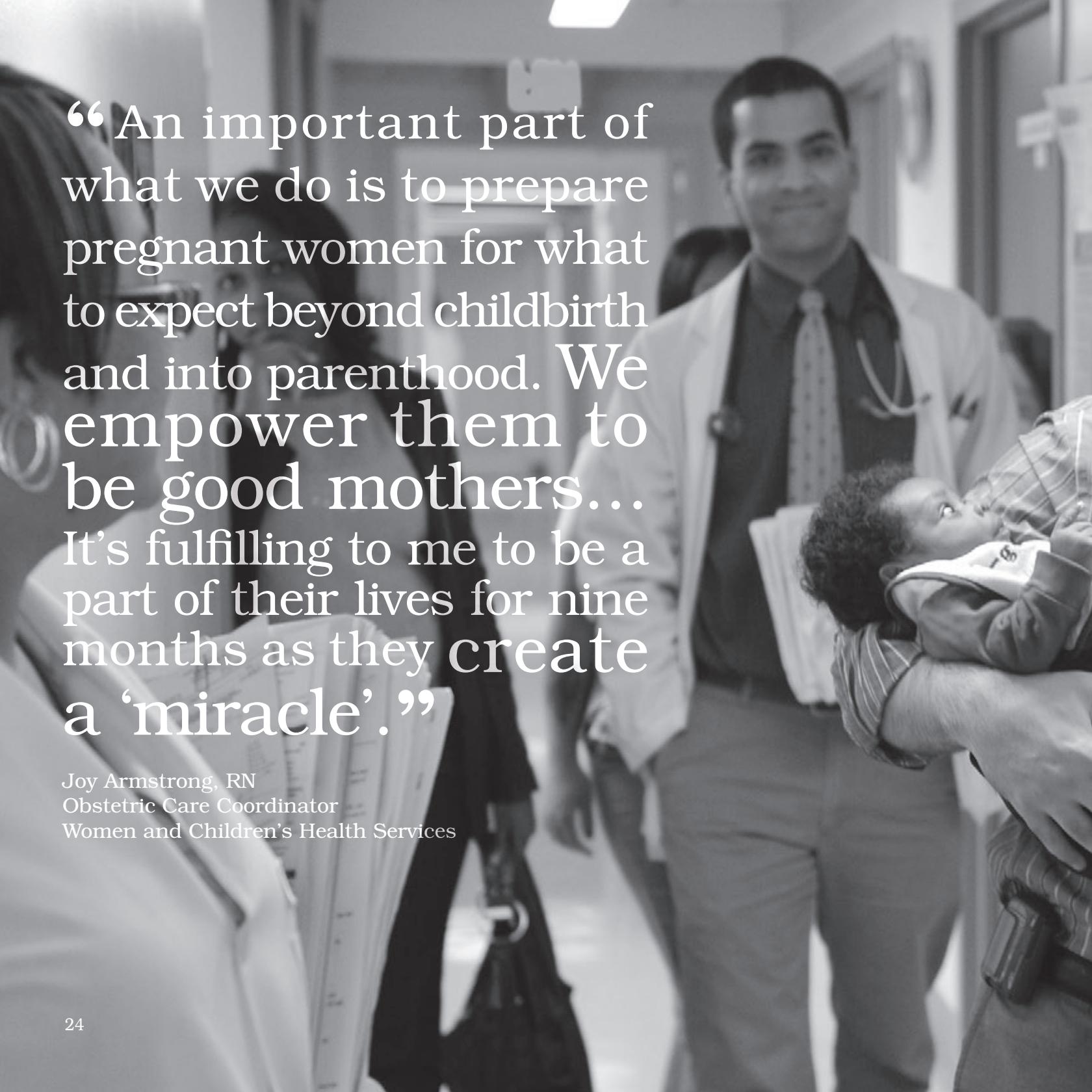
“I’m disabled and need a doctor who is close by. The Sayre clinic is close to home and I feel really comfortable there. I like the doctors, and the people who work there are great. My health has been improving and the doctors are talking about taking me off my meds. They said I’m one of their best patients!”

Wastell McNeil  
Patient at Sayre Health Center

The **Dr. Bennett L. Johnson, Jr. Sayre Health Center**, in partnership with Penn Medicine and the Sayre High School, brings health care to West Philadelphia residents of all ages. The center offers primary and preventive care, immunizations, family planning, ob-gyn services, and hearing, vision and other health screenings. In addition to helping Sayre students launch careers in health care, the center also refers young people and their families to agencies that specialize in many areas of social service.







“An important part of what we do is to prepare pregnant women for what to expect beyond childbirth and into parenthood. We empower them to be good mothers... It’s fulfilling to me to be a part of their lives for nine months as they create a ‘miracle’.”

Joy Armstrong, RN  
Obstetric Care Coordinator  
Women and Children’s Health Services



**Women and Children's Health Services (WCHS)**, staffed by Penn physicians, nurses, and students, is an ambulatory health care clinic specializing in obstetrical, gynecological, and family planning services. Across the hall, **Latina Community Health Services (LCHS)** helps to meet the health and social service needs of Hispanic women.

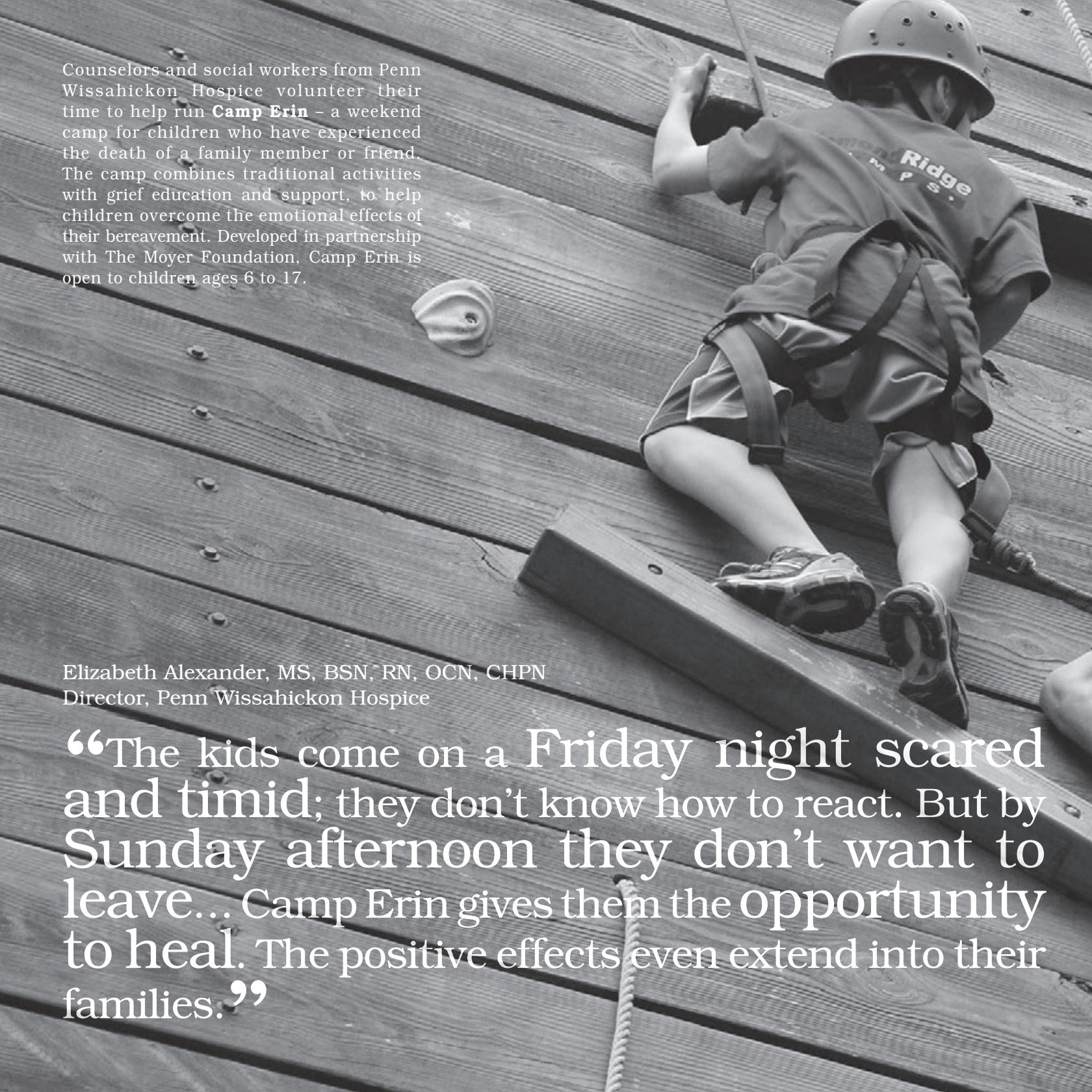




“I get to see a different side of medicine. There’s a unique energy to pre-hospital care... a totally different environment and situation. The emergency world is more chaotic and requires a distinct skill set. For me it’s academically and intellectually challenging. I work with a great group of people who provide outstanding care under very difficult circumstances.”

Crawford Mechem, M.D.  
Associate Professor of Emergency Medicine,  
EMS Medical Director for Philadelphia Fire Department

Penn Medicine has worked to raise the bar for **pre-hospital and emergency care** – from ambulance to ER. For the past 14 years, Crawford Mechem, M.D., Associate Professor of Emergency Medicine, has served as **Medical Director of the Philadelphia Fire Department**. In this role Dr. Mechem oversees the medical care provided by the city’s nearly 300 paramedics and 1,100 emergency medical technicians (EMTs). He also facilitates the medical training and continuing education they require to maintain certification.

A black and white photograph of a child climbing a wooden structure. The child is wearing a helmet, a t-shirt with "Ridge M P S" on the back, and a harness. The child is positioned on a wooden beam, reaching up to hold a rope. The background consists of wooden planks.

Counselors and social workers from Penn Wissahickon Hospice volunteer their time to help run **Camp Erin** – a weekend camp for children who have experienced the death of a family member or friend. The camp combines traditional activities with grief education and support, to help children overcome the emotional effects of their bereavement. Developed in partnership with The Moyer Foundation, Camp Erin is open to children ages 6 to 17.

Elizabeth Alexander, MS, BSN, RN, OCN, CHPN  
Director, Penn Wissahickon Hospice

“The kids come on a Friday night scared and timid; they don’t know how to react. But by Sunday afternoon they don’t want to leave... Camp Erin gives them the opportunity to heal. The positive effects even extend into their families.”





Kristyn Simon, EdM, LPC  
Program Coordinator for ACCESS  
Hall-Mercer MH/MR Center

“It’s rewarding to have a positive effect on  
to see people who had given up hope now working  
lives around.”



SOCIETY OF THE PIONEERS  
OF WASHINGTON'S ARMY  
AT VALLEY FORGE

those in need...  
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The **ACCESS Intensive Case Management Program** of the Hall-Mercer Community Behavioral Health Center aids the city's homeless and displaced population. Its case workers seek out mentally ill people living in shelters and on the streets and provide them with support services and treatment.

## A Special Bond

Through our many community programs, Penn Medicine's physicians, nurses, students and staff work to improve the health and welfare of vulnerable individuals living in Philadelphia and beyond. But as the words and faces contained in these pages show, not only are we making a real difference in their lives, they are also making a powerful difference in ours.

The value of the partnership between caregiver and patient is incalculable. It's contained in a smile of gratitude, a gesture of appreciation, a sigh of relief. But we believe that the true meaning of what we do is the knowledge that what we receive is much more than what we give.

Why do Penn Medicine physicians, nurses, students and staff provide help to those in need?

It's a question that answers itself: Simply Because.



## Committed to community

### Support in FY11

Charity and underfunded care for Medicaid families:	\$107.5 million
Physician training support:	\$81.3 million
Research support:	\$665.2 million
Total:	<hr/> \$854.0 million

### Emergency Department Visits

Hospital of the University of Pennsylvania:	60,968
Penn Presbyterian Medical Center:	38,545
Pennsylvania Hospital:	33,232

*Forty-seven percent of all ED patients are uninsured or covered by Medicaid.*

## Strengthening the local economy

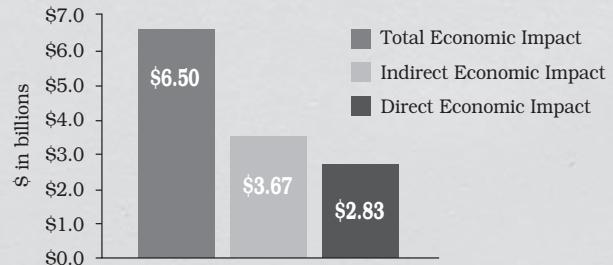
Penn Medicine contributes to the stability of the region in a number of vital ways – including creating new jobs and attracting new businesses to the area.

In 2011, we reported more than **\$6.5 billion** to the economy of the Commonwealth of Pennsylvania, including:

- **\$2.83 billion** in local wages and the purchase of goods and services.
- **\$3.67 billion** economic activity generated by other organizations and businesses supported by Penn Medicine.

We also delivered total economic benefits of more than **\$3.7 billion** to the economy of Philadelphia and more than **\$1 billion** to the economy of New Jersey.

2011 Pennsylvania Economic Impact of Penn Medicine



**Our mission is a simple one:**

We intend to be the very best we can be. We pursue this mission in service to our scholarship, our obligation to teach others, and our commitment to caring for those we can help. At Penn Medicine, we see the future every day through discovery, learning gained and shared, and lives made better. Those who join us in this mission are grateful for the privilege and accept the many responsibilities such privilege entails.

We acknowledge the physicians, nurses and staff throughout the Perelman School of Medicine and the University of Pennsylvania Health System who contributed to this report and to our community.

To learn more about Penn Medicine's commitment to the community, visit [PennMedicine.org/community](http://PennMedicine.org/community)



**Penn Medicine**

Perelman School of Medicine  
University of Pennsylvania Health System