



FISCAL YEARS 2020-2024

Community Health Impact Report



Our community commitment



JACK LYNCH, FACHE
PRESIDENT AND CEO, MAIN LINE HEALTH



ROSANGELY CRUZ-ROJAS, DRPH
VICE PRESIDENT AND CHIEF DIVERSITY
AND EQUITY OFFICER, MAIN LINE HEALTH



Main Line Health®

WE ARE EXCITED TO SHARE THE INAUGURAL MAIN LINE HEALTH COMMUNITY IMPACT REPORT WITH YOU.

At Main Line Health, we are deeply committed to the well-being of the neighborhoods we call home. As your community health system, we strive every day to provide safe, high-quality, equitable and affordable care to the many communities we serve across Philadelphia and its suburbs.

This report reflects the power of collaboration — working together with you, our neighbors, to address shared health challenges and create meaningful solutions. Paramount to our efforts is a two-pronged process that entails working with communities to identify and understand their health challenges, then partnering with community organizations to help achieve better outcomes. Together we listen, learn and take action to make a difference.

Every three years, we conduct a Community Health Needs Assessment (CHNA) to better understand the unique needs and priorities of our communities. This vital process ensures we stay focused on what matters most — providing needed care and services that close gaps in care and support healthier lives for everyone. The CHNA empowers us to tailor our approach to the specific needs of our diverse patient population to achieve better outcomes and ultimately foster healthier communities.

At the heart of our mission is a commitment to diversity, respect, equity and inclusion (DREI). We believe that quality healthcare and equity go hand in hand, and we are dedicated to building a culture where every person feels valued and supported. Through ongoing training, accountability and a workforce reflective of the diverse communities we serve, we aim to deliver care that is not just exceptional but also inclusive.

We are incredibly grateful to have a dedicated team of compassionate Community Health colleagues who give their time, talents and energy to support our mission. Coming from all walks of life, these individuals enhance the care we provide, offer comfort to patients and assist our teams by engaging directly with the community to make a positive impact. Their kindness and generosity make a lasting impact on everyone they touch.

At Main Line Health, we know that trust is the foundation of great healthcare, and we are honored to earn your trust every day. It is a privilege to care for you, your family and your neighbors. Together, we are creating healthier and stronger communities.

Thank you,

Jack Lynch, FACHE
PRESIDENT AND CEO

Rosangely Cruz-Rojas, DrPH
VICE PRESIDENT AND CHIEF DIVERSITY
AND EQUITY OFFICER



Community impact founded on collaboration

Main Line Health takes a grassroots approach to community health, including an ongoing focus on community-identified concerns. It is a contrast from a traditional top-down approach that sets the System apart.

In this grassroots mode, the System follows two key pathways, both relying on collaboration:

1. Carefully listen to what communities say they need.
2. Determine how to effectively partner with community organizations and take action.

The System's mission is to meet the healthcare needs of the communities we serve and to improve the quality of life for all people. Main Line Health provides a comprehensive range of care, from routine primary care services to acute and emergency care, from early prenatal care to dignified palliative care at the end of life. During the patient's lifelong healthcare journey, the System supports rehabilitation, behavioral health and much more.

In addition, Main Line Health regularly solicits ideas, feedback and guidance from communities about what they specifically need from the System. Through regional Community Health Needs Assessment surveys and actively listening to community leaders and members, the System stays attuned to a broad range of challenges facing its neighbors and the effect they might have on health outcomes.

It is a panoramic view of health that quickly moves beyond the traditional bounds of medical science to consider issues such as access to care, food insecurity, bias, inclusivity, transportation needs, late or inadequate care, screenings, disease prevention, substance abuse and mood disorders.

The result is an interconnected web of interventions, supports, education, outreach and collaboration designed to overcome some of the most intractable and sometimes unseen hurdles to good health.

One example is food insecurity. If a patient with limited access to food is treated in a hospital

emergency department and released but unable to get their next meal, how likely is a good outcome? What if their prescribed medications must be taken with food? What if they go hungry for a lengthy amount of time?

Main Line Health identifies potential issues with simple questions of food needs, provides food to individuals in need through several area resources (including its own farm) and works with other organizations to get the food delivered to homes. This practical initiative starts with action by Main Line Health, proceeds through collaboration and results in improved outcomes.

Another example is delay in seeking care. Administering tissue plasminogen activator (tPA), which dissolves blood clots that have traveled to the brain, is an advanced, successful treatment for stroke. But it can only be given within a certain time window. If patients delay seeking treatment, it might be too late for the medication to work. Main Line Health noticed it was treating

more white patients than Black patients with tPA. By digging into the details, it became clear the gap in care was a delay in seeking care in the emergency department for Black patients.

The System is approaching the issue from multiple directions, including recruiting and hiring more healthcare professionals of color, collaborating with religious leaders and other influencers in Black communities, expanding public education about signs and symptoms of stroke and offering ongoing internal training aimed at eliminating bias. These connected steps could make a difference in how early a person experiencing a stroke arrives at a hospital, giving them the most treatment options.

These are just two examples of how Main Line Health relies on collaboration — both with and for the communities it serves — to have a meaningful impact on healthcare. Main Line Health believes this approach is paving a way for better health outcomes.



A broader approach to serving the community

Through the years, Main Line Health’s acute care hospitals each worked independently to offer programs they determined were best suited to address the needs of patients and neighbors. However, Main Line Health saw a way to step up its game.

“We figured we could make a bigger impact if we were all working together in a Systemwide approach,” said Deborah Mantegna, System Director of Community Health and Outreach for Main Line Health. “We shifted our focus and began breaking out of silos to better meet community needs.”

The transition began in 2018 and continued with Deborah’s appointment in 2021. Dividends from the new focus soon began to flow, including robust programs offering preventive cancer screenings, fall prevention education, cardiac risk assessments and other programs.

Main Line Health also poured resources into reducing the chance of falls occurring in the hospital. Its performance in fall reduction metrics has increased to rank among the nation’s best. Barbara Wadsworth, Executive Vice President and COO, also a veteran nurse, invented a device to prevent injury

or death in the case of a fall. Lankenau Institute for Medical Research, part of Main Line Health, is working to develop her invention.

In 2023, Rosangely Cruz-Rojas, DrPH, was named Main Line Health’s first Chief Diversity and Equity Officer with Deborah reporting to her. The appointment raised the focus on Community Health and Outreach even further.

The team worked strenuously during the pandemic in 2020 to turn the obstacles of the nationwide shutdown into a chance for positive change, delivering improvements with staying power. When in-person seminars, community health fairs and presentations at senior centers stopped, virtual sessions began. Those programs have created increased access and are now a staple of Community Health and Outreach efforts.

“One success story is our breast cancer support group,” Deborah said. “The group met in person pre-COVID and in April 2020 immediately went online. In May 2023, we decided to make it hybrid. Before, only people nearby could attend. Now you can attend regardless of where you live. Also, when you’re undergoing treatment, sometimes you don’t want to come in person for a meeting. Now you can come in if you feel up to it or participate from home if you don’t.”

“We have an excellent, highly engaged team. I think everyone in this department is passionate about what they do. You must love what you do if you want to make a real impact on people’s lives.”

– DEBORAH MANTEGNA

As the Systemwide approach grows, various campuses continue to provide their own vibrant programs tailored to their resources and community. Among the highlights:

- The Deaver Health Education Center and Deaver Wellness Farm at Lankenau Medical Center provide free health education programming to local school districts. The Deaver Health Education Center and Farm offer over 21 Pennsylvania-curriculum-based programs to all schools in the surrounding counties. Since 1994, it has provided education to over 275,000 school students, in-person or virtual, free of charge and with free transportation for schools receiving Title I federal funding for low-income students.
- A Matter of Balance is an evidence-based program at Bryn Mawr Hospital for older adults that explores concerns about falling, the value of exercise, fall prevention and assertiveness. It is an award-winning, nine-session program offered in-person and virtually.
- The PreventT2 Lifestyle Change Program at Main Line Health King of Prussia is geared toward those diagnosed with prediabetes or other risk factors for Type 2 diabetes, helping them take charge of their health and make a change. The program is part of the National Diabetes Prevention Program and features an approach proven to prevent or delay the disease.
- A comprehensive nicotine dependence treatment program is offered at Riddle Hospital. Funded by the state since 2002, it offers group and individual cessation programs. Programs are offered free of charge for patients in Delaware, Chester and Montgomery counties. Participants may qualify for free Nicotine Replacement Therapy.



A national honor for equity of care efforts

Main Line Health has been focused on equity for more than a decade as ensuring the voice of every staff member and patient counts is vital in a culture of caring. That effort was rewarded with the System's selection by the American Hospital Association (AHA) as the 2024 Carolyn Boone Lewis Equity of Care Award, Transforming Winner.

The honor came just one year after the AHA honored Main Line Health with its Quest for Quality

Award, presented annually to recognize exceptional healthcare leadership and innovation in improving quality and advancing health in America's communities. Diversity efforts were pivotal to earning the Quest for Quality Award.

"By recognizing us the year after they honored the System with the AHA Quest for Quality Prize shows our long track record of progress in diversity, equity and inclusion is groundbreaking," said Rosangely Cruz-Rojas, DrPH, Vice President and Chief

Diversity and Equity Officer, Main Line Health. "Healthcare is human care at Main Line Health, and I am grateful to all our employees for their contribution toward this recognition. There is always more to do, of course, and we pledge to continue on this path."

Main Line Health's commitment to diversity, respect, equity and inclusion is embodied in workforce representation and community collaborations, evident with diversity and representation on the Board of Governors, in leadership roles, among physicians, and in creating more internal growth pathways for all staff.

Main Line Health stratifies more than 100 quality and safety metrics by race, ethnicity, language, gender, age, ZIP code and other characteristics. Also, Main Line Health has embedded healthcare equity metrics and initiatives in its clinical environment and service lines while creating accountability for senior leaders and the board.

In addition, Main Line Health partners with the Together for West Philadelphia coalition and Community Volunteers in Medicine to foster collaboration among healthcare institutions and community organizations.

"Unfortunately, disparity of care in healthcare is something too many in this country experience, said Jack Lynch, FACHE, President and CEO, Main Line Health. "At Main Line Health, along with our colleagues at the American Hospital Association, we are committed to identifying these disparities and doing everything we can to eliminate them. I am extremely proud of the progress we have made, but as Dr. Cruz-Rojas said, there is more to do."

The AHA listed numerous initiatives for recognizing Main Line Health as the Carolyn Boone Lewis Equity of Care Award, Transforming Winner:

- We continue to expand our screening for social determinants of health and connect patients to needed social resources. In the Emergency Department, patients screening positive for food insecurity are provided with a food bag and community resources.
- Continuous improvement in the patient care experience, a top priority for Main Line Health, is accomplished through employee training programs and accountability measures, ensuring that patient experience goals flow through all levels of the organization.
- Initiatives like diversity, equity and inclusion training for all employees and leaders and implementing employee resource groups, lunch and learns, and listening circles contribute to a culture focused on delivering equitable care and fostering a diverse workforce that is reflective of the communities served.

Fighting food insecurity with fresh produce



At Main Line Health, fresh food is considered medicine, and its commitment to health equity includes addressing the food insecurity that its patients face.

Kaniz Fatema has always worked to support her family. But after immigrating to the United States in 2021, she learned she had developed heart disease and diabetes. Now 60 years old, Kaniz's frail health prevents her from working fulltime. Fortunately, Kaniz receives fresh vegetables from Delema G. Deaver Wellness Farm so she and her family have something healthy to eat.

"I do not know what I would do without this food," Kaniz said. "It's very hard for me. I need the food very badly."

Kaniz focuses her modest food budget on protein. Thanks to the farm, she can create well-rounded meals including lettuce, spinach, carrots, cauliflower, tomatoes and other vegetables that are vital to her health.

At Main Line Health, fresh food is considered medicine, and its commitment to health equity includes addressing the food insecurity that its patients face.

The effort started in 2016 when the first crops were planted at the half-acre Delema G. Deaver Wellness Farm, located on the campus of Lankenau Medical Center in Wynnewood. Created in part as an education garden to teach about the connection between fresh food and health, the farm provided produce for patients in need at Lankenau Medical Associates (LMA).

When COVID-19 hit and patients couldn't visit LMA offices, the System began delivering a bag of food weekly to 40 patients facing food insecurity. The bags contained about six different vegetables or fruits each, as well as recipes and information about the specific produce.

In 2020, a local farm group called The Common Market received a U.S. Department of Agriculture farm-to-table grant to supply 150 boxes of fresh

food to the area. The market teamed with Main Line Health to deliver half of them to patients in need from oncology, the Emergency Department and home healthcare. The other half was distributed through a church organization and a group serving people living in low-income housing.

The following year, the Lankenau Medical Center Foundation began funding the deliveries. Over time, the number of deliveries expanded to provide 10-12 pounds of fresh food biweekly to 150 patients, including many referred by doctors, outpatient physical therapy and the System's social work department. Those in need are identified through a two-question survey given to all patients.

Main Line Health also purchases fresh food from local farms to supplement what it grows at Deaver Wellness Farm, which supports the local economy. In 2023, Main Line Health distributed more than 1,000 bags to patients.

Response from recipients of the food has been "absolutely overwhelming," said Maureen W. Krouse, Manager, Community Health and Outreach, Lankenau Medical Center. "We received one sweet letter from a woman and her husband who called the deliveries a lifesaver."

The Lankenau Medical Center Women's Board expanded the effort in February 2022 by establishing the Food Pantry, which has distributed more than 700 bags of shelf-stable basics such as canned tuna and chicken, pasta, beans, rice and oatmeal. The bags are available year-round through LMA, which primarily serves underinsured and uninsured patients.

Main Line Health's programs to alleviate food insecurity among patients contributed to the American Hospital Association selecting Main Line Health as recipient of its 2024 Carolyn Boone Lewis Equity of Care Award, Transforming Winner.

Sending myths about vaping up in smoke

Teens often get their information from social media these days, and what they learn about vaping can make it seem cool rather than dangerous. Dr. Annamarie Koller, a Children's Hospital of Philadelphia pediatrician working out of Bryn Mawr Hospital, believes that influencing them the old-fashioned way — face-to-face — can be an effective approach to giving them the hard facts.

“One in four high school students in Pennsylvania has tried e-cigarettes or vaping,” Dr. Koller said. “These kids do not understand the health risks. It’s not just a ‘fun flavor.’”

Vaping can lead to a condition known as EVALI (e-cigarette, or vaping, product use associated lung injury), which is widespread lung damage with symptoms including coughing, shortness of breath and chest pain, Dr. Koller said. It can have lifelong consequences.

So, Dr. Koller jumped at the chance to get in front of students in person at Blockson Middle School in Norristown to educate preteens and teens through a community education partnership forged by the school, law enforcement and the judicial system.

The partnership started in 2023 after Magisterial District Court Judge Denise Ashe noticed teens coming through her courtroom with a history of vaping, even though state law prohibits the purchase of vapes for those under age 21. Alarmed by both the legal and health implications of the habit, Judge Ashe contacted Bryn Mawr Hospital to invite a physician to talk to students about the health risks.

“Vaping isn’t harmless fun; it’s a dangerous habit that can have long-lasting consequences. This important collaboration allows us to make a profound impact on area teenagers,” said Margaret A. Stevens, Community Health and Outreach Manager at Bryn Mawr Hospital.

Dr. Koller developed two age-appropriate presentations about the dangers of vaping: one for students in grades 5 and 6, and another for grades 7 and 8.

At Blockson, students heard from Dr. Koller, Judge Ashe, the school’s resource police officer and two attorneys from the Montgomery County District Attorney’s Office. The concept is to give students legal and health information that might prevent them from starting to vape. The earlier students learn about the dangers, the less susceptible they may be to getting peer pressured into trying vapes.

Most e-cigarettes contain nicotine, which is highly addictive and can harm the parts of an adolescent’s brain that control attention, learning, mood and impulse control. Students also need to understand the addictive element of vaping, Dr. Koller said. Just like with cigarettes, vapes that contain nicotine can lead to tolerance and make it difficult to quit.

Her other goal is to help students understand how harmful nicotine can be for smaller children exposed accidentally. Toddlers and young children who may live in the same household as teens can accidentally be injured by these products. “Small children can get nicotine poisoning just by touching a vape pen, which can pass through their skin,” she said.

The Blockson assemblies are large: 400 to 500 students at each. To keep students’ attention and engagement in the program, presenters ask questions of them. Students who answer correctly might receive an incentive, such as a \$5 gift card to Wawa or Dunkin’.

“These students may get their information from social media. Part of our effort aims to provide facts and present them with the truth about the harms of vaping,” Dr. Koller said.



DR. ANNAMARIE KOLLER (LEFT)
AND JUDGE DENISE ASHE

By the numbers

100+
NUMBER OF
UNIQUE PROGRAMS

REMOVING JUDGMENT

“We try to make sure our staff removes judgment about what got someone here [seeking medical treatment] in the first place. Having a positive effect on our communities means providing high-quality care. And we are striving for care that is equitable at all times and in all circumstances.”

- JACK LYNCH, FACHE
PRESIDENT AND CEO, MAIN LINE HEALTH

TACKLING DISCRIMINATION

“Individuals — whether based on their LGBTQ status, disability, age or race — could face discrimination, and their health status can be impacted by that. If the conditions in which they seek care are inadequate, they might avoid seeking care. Main Line Health wants to change that.”

- ROSANGELY CRUZ-ROJAS, DRPH
VICE PRESIDENT AND CHIEF DIVERSITY AND EQUITY OFFICER, MAIN LINE HEALTH

1,647
COMMUNITY AND HEALTH
OUTREACH PROGRAMS AND
EVENTS CONDUCTED

54,767
PEOPLE ENGAGED ACROSS THE
MAIN LINE HEALTH SYSTEM*

141,220
INDIVIDUAL TOUCHPOINTS
ACROSS ALL EVENTS**

Main Line Health has a substantial impact on the health and wellness of our patients and the communities we serve. Philanthropy helps us support our mission and provide safe, high-quality, equitable and affordable care. To learn more about how you can support, please email mlhgifts@mlhs.org.

317
CHILDBIRTH EDUCATION (CBE)
CLASSES AND VIRTUAL TOURS

10,238
PARTICIPANTS ENGAGED
ACROSS ALL CBE EVENTS

LEADERS IN EQUITY

“We’re very proud to be recognized as the American Hospital Association’s 2024 Carolyn Boone Lewis Equity of Care Award, Transforming Winner for creating and implementing strategies promoting equity in the community.”

- JACK LYNCH, FACHE
PRESIDENT AND CEO, MAIN LINE HEALTH

ELIMINATING BARRIERS

“Health equity means that individuals are provided with the opportunity to receive care in a safe, high-quality and equitable environment. It’s integral for us to remove all barriers so that individuals can be seen and cared for in an equitable way.”

- ROSANGELY CRUZ-ROJAS, DRPH
VICE PRESIDENT AND CHIEF DIVERSITY AND EQUITY OFFICER, MAIN LINE HEALTH

\$458 Million*
SYSTEMWIDE COMMUNITY
BENEFIT EXPENSE FY21 - FY23

* Source: FY21 - FY23 Form 990, Schedule H

* Engaged individuals are those who attended our classes, were screened or stopped to interact with our staff at a community event.

** Individuals touched include the global attendance at each event.

Delivering healthcare for those without insurance



Rosa, a mother of four, entered West Chester's Community Volunteers in Medicine (CVIM) for a routine checkup, not expecting any surprises. Instead, she was diagnosed with diabetes, a potentially serious — and often silent — condition. Until that moment, Rosa had no idea she faced an enormous health risk.

“CVIM takes care of me and helps me to solve my health problems,” said Rosa. “Without CVIM, only God knows what would have happened to me because I wouldn't have had access to healthcare.” Through meetings with CVIM doctors and a diabetes coordinator, Rosa learned how to manage her condition.

The community-wide program originated 26 years ago when six Paoli Hospital physicians and board members sought a way to provide ongoing healthcare to individuals with low incomes who lacked health insurance. First located in Paoli, CVIM moved to West Chester in 2001 to be closer to the population of families that needed them most.

A primary goal was, and remains, to increase access to high-quality healthcare and reduce costly emergency room visits and hospital admissions. In 2023, CVIM and its 331 volunteers treated more than 4,300 patients, covering over 40,000 visits. Patients tend to be blue-collar — restaurant staff, bus drivers, agricultural and landscape workers — and those working at small businesses that don't provide health insurance.

Program services include medical and dental care, medications, patient-friendly treatments and preventative educational services. CVIM serves as a healthcare safety net for qualified low-income workers and their families (those earning below 300% of the federal poverty level). At CVIM, patients from diverse cultures can access free care in a compassionate and culturally sensitive environment.



When a patient's condition or diagnosis reaches beyond CVIM's in-house services, the program partners with local hospital systems, including Paoli Hospital, and its Charity Care Programs for services such as laboratory tests, X-rays, MRIs, ultrasounds, cancer treatment and surgery.

CVIM's comprehensive care model means all services are offered in an integrated way at the same healthcare center.

CVIM offers bilingual counseling services and has a team of volunteer psychiatrists and counselors available to care for patients with mental health conditions, such as anxiety and depression.

Paoli Hospital supports CVIM through agreements with physicians, mainly specialists, said Maureen A. Hennessey, Manager of Community Health and Outreach at the hospital. In addition, Paoli provides the flu vaccine to CVIM each fall.

Paoli Hospital also supports lower-income members of the community through financial counseling related to healthcare expenses and connecting patients to medical assistance as appropriate.

“It's all about helping people get healthy, stay healthy and get the care that they need,” Maureen said.

Vivid mock crash warns teen drivers of dangers

Talks with parents and peers are important in persuading teens to put down their cellphones when they drive and not to get behind the wheel after an alcoholic drink. But a conversation only goes so far. The shock of seeing a firsthand depiction of the deadly consequences of an accident can have an entirely different impact.

That's why Riddle Hospital partners with school districts, first responders and the community to stage a mock crash program, demonstrating in grisly detail what an accident involving fellow students looks like.

Students at Penncrest High School and Garnet Valley High School in Glen Mills were among those recently shown a "crash": a mangled car, "victims" inside lying motionless, injured covered in gashes, blood and bruises, and cries for help ringing out.

A call to 911 goes out, and then police arrive, gather information, and perform field sobriety tests on the driver. Fire companies arrive to remove trapped victims and ambulances carry injured students away. When a student is pronounced dead, a mother runs to the scene, wailing over her lost child.

Riddle Hospital, part of Main Line Health, began the program in 2008 in response to a request from a local fire company after multiple student fatalities in motor vehicle crashes. Teen drivers are nearly three times more likely than drivers over age 20 to be involved in a fatal car crash, according to the U.S. Centers for Disease Control and Prevention. The Mock Crash Program has been funded in partnership with State Farm Insurance.

"We will never know the true impact of the mock crash but saving or changing one young person's life is well worth it," said Joseph Fuhr, Assistant Principal at Penncrest High School.


Riddle Hospital partners with a local theater group and student actors to play the injured, their friends and their parents. Professional makeup artists work to have the actors look like they have real injuries and add "blood" to the scene.

A professional audiovisual company amplifies microphoned actors so the student audience, gathered outdoors for the experience, can hear what's going on, and a narrator describes the action.

After the mock crash, first responders, police officers and hospital staff give a presentation on safe driving. A patient who survived an accident caused by distracted or intoxicated driving and recovered at Bryn Mawr Rehab Hospital, shares their personal story during the presentation.

"The Mock Crash is a senior class event that we hold each year prior to our senior prom," said Stephen Brandt, Principal of Garnet Valley High School. "It is a sobering experience for our students, as they have the opportunity to see the impact that destructive decision-making can have on their family, friends, community, and more impactfully, themselves. For us, it's one final reminder to our young adults to make good, safe decisions during the prom and graduation seasons."

The program has grown over time and expanded across Main Line Health. Bryn Mawr Hospital, Paoli Hospital and Lankenau Medical Center also partner with local high schools, according to Deborah Mantegna, System Director of Community Health and Outreach for Main Line Health.



“It is a sobering experience for our students, as they have the opportunity to see the impact that destructive decision-making can have on their family, friends, community, and more impactfully, themselves.”

– STEPHEN BRANDT

Learning to walk, again

It could happen to any of us, at any time. But in early 2020, it happened to 38-year-old Amy Casarella. She was visiting a friend when out of nowhere a blinding pain struck inside her head. Amy slumped to the ground.

When she regained consciousness, she had been airlifted to a hospital. “They told me I had suffered a hemorrhagic stroke,” Amy said. “I thought they were crazy.” Making up just 13% of strokes, a hemorrhagic stroke is when a weakened vessel bursts and bleeds into the surrounding brain. Accumulated blood compresses the brain tissue.

Surgeons removed a portion of her skull to relieve the pressure. “What I didn’t realize at first was that I was unable to walk, unable to stand,” she said.

But walk she did, after several weeks into a two-month stay at Bryn Mawr Rehab Hospital. “It was an awesome feeling,” Amy said. Despite the victory, her recovery wasn’t complete.

For 20 years, Amy supported her three children working as a waitress. “I felt angry, scared and was very down on myself, thinking that I would never work again,” she said.

That is, until she learned about Project SEARCH, an educational and work transition program for adults with disabilities to help them achieve sustainable employment and greater independence.

Project SEARCH combines classroom instruction and on-the-job training for its interns, the term it uses for participants. The cornerstone of the program is immersion in the community and partnerships with businesses and corporations

to provide on-the-job experience as well as job coaching and mentoring. The training gives interns the skills and experience needed to compete for jobs on an equal footing with other candidates.

The positive effect of people achieving gainful employment is obvious, but the community benefits of Project SEARCH are not only for the interns. Businesses gain proficient employees who work hard, like learning and take pride in their jobs. Businesses who hire Project SEARCH graduates also enjoy excellent employee retention in jobs that typically suffer from high turnover, offering job-training savings that boost the company’s bottom line.

Among the employers working with the project are Baker Industries, Sunrise Senior Living, the YMCA and Main Line Health. Several of the graduates work inside hospitals, supporting dietary departments, transportation and registration, said Carol Agger, Program Manager for Project SEARCH.

After completing classroom training, interns move to job development, where they receive support in applying and interviewing for jobs. Once an intern secures employment, a member of the Project SEARCH team provides job coaching support as interns transition into employment.

Amy found her opportunity once again in food service at Paoli Hospital, where she works part time as a cashier in the cafeteria. “I love it; it’s a great team here. And I found a purpose,” she said. “The whole thing taught me how much we take for granted, and I’m just very grateful to be here.”



Amy working as a cashier at Paoli Hospital

AMY CASARELLA

Using art to strengthen child-parent bonds

As parents, we are forever connected to our children by bonds of unconditional love. But those bonds, unattended, can fray. This can be the case for parents who are absent for some time, in recovery from substance abuse disorder.

Fortunately, there are ways to nurture those bonds. Mirmont Treatment Center in Media collaborates with local nonprofit Scott's Way to keep that vital parent-child connection alive through art and creative therapy.

Scott's Way customizes creativity-based care packages — and delivers them to children of parents affected by addiction — free of charge.

"When a child receives their package, they are excited," said Bernadette Banta, Account Manager at Mirmont. "It sends them a message from their parent who is away in recovery that 'I am thinking about you.' It can open a conversation between parent and child."

Scott C. "Scotty" McNeila of Media died at age 35 in February 2020 from an accidental overdose after a 19-year battle with addiction to opioids and narcotics. He was a young teenager when he began using drugs.

Through his years of struggle, Scott never lost hope. He stayed close to and was loved by his family and friends. Scott created a large portfolio of freehand pencil sketch images that capture the power of addiction on the mind, body and soul. He also created renderings of his family and their favorite musicians — gifting them on special occasions.

"Scott's Way is making a huge impact on the communities we serve," Bernadette said. "It has afforded them the ability to provide education around mental health and substance use disorder while making a statement that those who suffer from this disease are good people and do love their families despite their behaviors."

The creativity packages include age-appropriate kits for making items such as bracelets, jewelry and chimes, as well as coloring books, canvases, paints, crayons, markers, journals, puzzle books and more.

Since the launch of Scott's Way in August 2021, the organization has delivered more than 400 creativity packages to children of patients in active recovery at Mirmont.

I would like to (Thank YOU)
Scott's Way findation for helping me. This
mean so much to me because I almost
didn't want to finish treatment because
I didn't want to miss Chrimas with my
daughter and see her smile but thanks
to Scott's way I can focus on recovery
and be a better father and be sober
and have many more holidays with her,
I'm so thankful for you guys and sorry for
your loss.

!!! THANK YOU!!!

ps (Merry Chrismas)

Hospice Care for vets receives high recognition



Veterans entering life's final stage deserve hospice and palliative care that matches the service and sacrifices they made for the country. Main Line Health's HomeCare & Hospice program has earned the highest level of recognition from the National Hospice and Palliative Care Organization for its efforts to ensure they receive it.

Main Line Health has earned "Level 5 Partner" status in the We Honor Veterans program, a national awareness and action campaign developed by the National Hospice and Palliative Care Organization in collaboration with the U.S. Department of Veterans Affairs (VA). The program encourages partnerships among community hospices, state hospice organizations and VA facilities.

We Honor Veterans promotes veteran-centric care for patients and their families as well as community outreach and education. It focuses on respectful inquiry assessing and understanding their military experience, compassionate listening and grateful acknowledgment of their service. By recognizing the unique needs of America's veterans and their families, Main Line Health staff help guide vets through their life stories toward a more peaceful ending.

Main Line Health conducts a military assessment of every patient admitted to the System's hospice program, and staff are educated about the needs of veterans at the end of life. This education includes information about post-traumatic stress syndrome, suicide prevention and VA benefits. Staff also learn about "moral injury" — the psychological, social and spiritual impact of events involving betrayal or transgression of one's own deeply held moral beliefs and values occurring in combat and other high-stakes situations.

Main Line Health's HomeCare & Hospice program conducts recognition ceremonies for veteran patients, including a pinning, certificate presentation, reading, thank-you acknowledgment card and handmade blanket made by volunteers.

The program extends to community service and community outreach. Some of these activities are:

- An annual community service project to collect clothing, toiletries and food for the Veteran Multiservice Center. Staff and volunteers take the donated supplies to the center and provide lunch for the veterans.
- Education for other health professionals and the community about the needs of veterans.
- Participation in Wreaths Across America in Fort Indiantown Gap, where staff and volunteers assist with laying of wreaths in collaboration with the Lebanon VA and the Veteran Community Partnership (VCP) of South Central Pennsylvania.
- Active membership in the South Central and Southeastern Pennsylvania VCPs.
- Partnership with the United States of America Vietnam War Commemoration.
- Organization of Welcome Home Events that honor all veterans, with a focus on Vietnam-era veterans.
- Organization of Vet-to-Vet Cafes, which are small, informal events aimed at gathering veterans for conversation over breakfast at senior living communities.
- Organization of book club discussions on veteran-related topics.

LGBTQ+ inclusive care is a staple of Main Line Health



Main Line Health is dedicated to inclusion and equity for its LGBTQ+ patients. That commitment has paid off with a perfect score on an index by the nation's largest LGBTQ+ civil rights organization measuring healthcare organizations' commitment and efforts.

The Human Rights Campaign Foundation's Healthcare Equality Index has named Main Line Health as one of a handful of hospital systems nationwide demonstrating the highest levels of support for their community.

"The Human Rights Campaign Foundation's Healthcare Equality Index recognition of Main Line Health as an LGBTQ+ Healthcare Equity Leader is a true testament to our commitment," said Rosangely Cruz-Rojas, DrPH, Vice President and Chief Diversity and Equity Officer.

Main Line Health is dedicated to providing inclusive, affirming and safe care to members of the LGBTQ+ patient population. Rather than providing LGBTQ+ inclusive care at one center or location, Main Line Health strives to ensure primary and preventative services are available across its geographic footprint.

Dane Menkin, CRNP, Director of LGBTQ+ Services, is a driving force behind Main Line Health's offerings. The family nurse practitioner cares for a panel of about 1,000 patients, about 85% of whom identify as LGBTQ+.

He and his team educate clinicians and staff on how to treat the person in front of them, said Dane. That might mean treating a person who identifies as a woman and has a prostate, for example. They need a good command of terminology and language and understand how to provide high-quality gender-affirming care. The training runs five hours.

"Most services are provided in primary care settings," Dane said. "There is no reason why a primary care clinician can't provide this kind of care. And that is what inclusion means. Not separate, not different, not siloed off somewhere."



Specialists, particularly in Gynecology and Behavioral Health, can access similar training, Dane said. Other training is available to nonclinical staff who answer Main Line Health telephones to ensure they know how to collect accurate demographics over the phone, such as chosen name, pronouns and gender identity.

Due to discrimination and societal stigma, people who identify as LGBTQ+ face a wide range of health disparities when it comes to disease, injuries, violence and overall health. They often avoid healthcare providers and facilities because they have experienced or expect discrimination.

Fear of discrimination can lead to an increased risk of hospitalization and other poor health outcomes such as depression and suicide. Disparities in the physical and mental health of LGBTQ+ people may also lead to higher rates of smoking, certain cancers and physical violence.

"We see higher rates of disease processes that could have been prevented because people just wouldn't go get screened," Dane said. "We see more expensive healthcare because it sure is more expensive to take care of somebody in an acute psychiatric hospital than it is to get them a therapist."



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Main Line Health is dedicated

to ensuring our patients and the communities we serve have access to safe, high-quality, equitable and affordable care. We believe that health equity is a fundamental right, and we are committed to working toward a future where everyone can live a healthy life, regardless of their background.

Through strong partnerships with community organizations, we are making significant strides in advancing health equity. These collaborations allow us to better understand the unique needs of our diverse population, as well as develop targeted programs and services that address health disparities. By working together, we can create a healthier, more equitable future for all.