



Ensuring Access

Eliminating Barriers to Care

- 61 different languages and dialects were spoken by PinnacleHealth patients last FY. The top two are Spanish and Vietnamese.
- For more than 30 years, Community Life Team (CLT) has been served the residents of the City of Harrisburg. CLT responds to more than 15,000 calls in our community, of which 8,600 are emergency 911 calls.
- Through a partnership with STAT MedEvac, PinnacleHealth provided regional air transport service to 130 patients last year for advanced toxicology, cardiac, medical and neonatal care.
- The Mammogram Voucher Program (MVP) provides services at select PinnacleHealth Breast Care Centers, screening mammograms, diagnostic mammograms and breast ultrasounds. More than 350 women received free mammograms last year, valued at \$125,608 in care.
- PinnacleHealth's specially trained health advocates screened nearly 28,000 people in our communities last year. These screenings can identify risk factors for illness and encourage healthy behaviors.

“We believe in order to provide good quality care, we have to look at the whole person. This is really the culmination of 20 years of work to raise everyone’s awareness of the rich diversity in our health system and in our community,” says Sharon Kelly, manager, Patient and Community Education.

Strengthening the Lifeline

Prompt treatment and private rooms are among the key improvements emergency patients will see when the \$27 million emergency department expansion at PinnacleHealth’s Harrisburg Campus is complete in fall 2011.

As an increasing number of people use emergency departments for access to healthcare services, the demands on space and caregivers at PinnacleHealth Harrisburg Campus ER has been pushed well beyond the 41,000 patients per year it was designed to handle.

The new ER, with capacity to treat over 100,000 patients per year, will improve access with 51 larger, private treatment rooms. It will also include an expanded triage area, high performance imaging services, an expanded and improved waiting area and a private area for patients who have been sexually assaulted.

More than \$10 million has been funded by generous individuals and organizations through the Strengthening the Lifeline Campaign.

Lifting the Language Barrier

When a patient doesn’t speak the same language as his or her caregiver, barriers, confusion and even mistakes can occur. The issues can range from unnecessary tests to care instructions not being followed correctly or ignored because they are in conflict with the patient’s customs or beliefs.

To promote patient safety and respect, PinnacleHealth relies on trained medical interpreters from CyraCom, who are familiar with medical terminology and can tell caregivers about important cultural details that could affect the patient’s ability to comply with care instructions.

In addition, employees can take voluntary online courses to raise their cultural awareness and become diversity champions. Even signage at PinnacleHealth’s Harrisburg campus is being changed to break down cultural barriers.