“This year PinnacleHealth has made remarkable strides to improve access, safety, and quality of care for the people we serve through innovation, collaboration and strategic use of resources.”

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PinnacleHealth Hospitals and System

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A Note
From the CEO

Whether addressing an epic statewide health crisis or leading in treatment options, our focus remains on enhancing the health and quality of life of the people in our community. This year, PinnacleHealth has made remarkable strides to improve access, safety and quality of care for the people we serve through innovation, collaboration and strategic use of resources.

PinnacleHealth Medical Group has taken the lead in addressing the opioid epidemic with initiatives aimed at reducing prescriptions for opioids. These include systems to monitor the impact of opioids and intervene with support as needed. In another effort, we launched a public awareness campaign to prevent deaths due to sepsis. Finally, through our surgery optimization program, we’ve implemented a process to improve surgical outcomes and shorten recovery times for patients with pre-existing conditions.

Accessibility of services to our community remains critical. This year we’ve created new services and facilities and positioned them where our patients need them: expansion of the Pennsylvania Psychiatric Institute to accommodate younger patients, a new Pulmonary Nodule Clinic on the West Shore and a Women’s Cancer Center on the East Shore. The addition of Express Care in three communities and a state-of-the-art Advanced Care Center to serve Lebanon County are providing convenience for our patients, giving them easier access to leading-edge technologies and comprehensive treatment throughout our service area.
Through participation in clinical trials, we’re putting state-of-the-art technology and specialized treatments in the hands of our experienced caregivers to improve outcomes, minimize negative impacts and reduce recovery times for our patients.

In addition to the accomplishments highlighted in this year’s annual report, we’re proud to note that among the numerous awards and distinctions PinnacleHealth received this year, our West Shore Hospital was one of just 115 hospitals in the nation and three in Pennsylvania to earn the prestigious distinction of Top Hospital by the Leapfrog Group. This award showcases PinnacleHealth’s commitment to patient safety and quality, which drives our professionals to work together to create great patient outcomes.

All of these accomplishments would not be possible without the dedication of our board, physicians, nurses, volunteers, staff and many others at PinnacleHealth who place a premium on excellence in the work they do every day. We hope you enjoy this year’s report!

Philip Guarneschelli, MBA, FACHE
President and CEO
On average, seven people will die of a drug-related overdose each day in Pennsylvania. That’s higher than the Commonwealth’s incidence of death due to motor vehicle accidents. In 2014, as drug overdose deaths involving opioids—including heroin—increased at an alarming rate, PinnacleHealth Medical Group (PHMG), a network of more than 300 practicing clinicians and providers, began a formal opioid reduction program.

Their efforts drastically reduced the group’s average number of prescriptions for controlled substances each month. A 20 percent reduction in prescriptions written for opioids resulted, even as the number of providers within the medical group and the number of patients grew. PHMG uses patient and provider education, a controlled substance contract for patients, and monitoring and screening tools.

In addition, patients are supported with access to alternative pain treatments and a nurse specifically assigned to assist with addiction management and tapering. A clinical pharmacist, medical toxicologist and addiction specialist have also been added to the team.

“Open communication between patients and providers is the cornerstone of medication safety, particularly in preventing opioid abuse,” says Dr. Cathleen Veach, MD, clinical quality officer for the PinnacleHealth Medical Group. “The core of our efforts focuses on awareness, education and patient safety. We are asking more questions about how pain affects tasks of daily living and relationships and tailoring treatment plans and goals accordingly. We are also recommending alternatives and revising treatment plans when appropriate to prevent nonmedical use and abuse of prescription narcotics.”
SEPSIS TREATMENT:

Sepsis is an infection that affects the entire body and one of the leading causes of preventable death in U.S. hospitals. Because every minute counts to prevent disability or death when sepsis is involved, PinnacleHealth initiated timely goal-directed therapy to ensure that patients with severe sepsis and septic shock are treated within three hours. This standard has reduced PinnacleHealth sepsis death rates by 40 percent—saving an estimated 10 to 12 lives each month.

“Sepsis is treatable when caught early,” says Thomas Stoner, DO, FACOI, vice president, Hospitalist Services. “Without proper treatment, a patient’s condition can decline by as much as 10 percent an hour. Provider education and standardized treatments equip our doctors and nurses to recognize sepsis symptoms quickly.”

Because sepsis frequently originates outside hospitals, PinnacleHealth initiated a community education effort in September 2016 called “Knock Out Sepsis.” The campaign is designed to raise the public’s awareness of steps to prevent sepsis, recognizing symptoms and when to seek prompt treatment.

SURGERY OPTIMIZATION:

The PinnacleHealth Surgery Optimization Clinic helps patients improve their health and gain better control of pre-existing medical conditions prior to surgery. The service reduces patients’ risk for surgical complications and may even help them recover faster following surgery.

During the optimization process, the patient and healthcare team address conditions that can have negative effects on surgical outcomes such as uncontrolled diabetes, high blood pressure, tobacco use, impaired skin integrity, poor dentition, and being overweight or underweight. Benefits of working with the PinnacleHealth Surgery Optimization Clinic include:

- Improving heart, lung and other organ functions
- Decreasing the risk for infection
- Decreasing the amount of time spent in the hospital
- Improving activity level and overall fitness
- Reducing recovery time and improving outcomes
- Decreasing pain after surgery

The Surgery Optimization Clinic helps patients comply with health modifications recommended by their healthcare team including changes to current routines or medications.”

Tina Frank, MHS, BSN, RN
administrative and clinical director, Surgery Optimization Clinic.
LEBANON VALLEY ADVANCED CARE CENTER:

PinnacleHealth’s new Advanced Care Center in Annville is helping to meet the Lebanon community’s healthcare needs with Annville Family Medicine, endocrinology, nephrology, lab services, cardiovascular services, neurology, imaging, walk-in care at PinnacleHealth Express, physical therapy and other ancillary services. On-site diagnostic testing and specialists give the community access to convenient, coordinated care.

“The Advanced Care Center is helping us bring leading-edge technologies and treatments closer to the people of Lebanon County,” says Phil Guarneschelli, PinnacleHealth president and CEO. “We are pleased to be part of the community and working to support healthy lifestyles for all area residents.”

EXPRESS LOCATIONS:

The addition of three PinnacleHealth Express locations in Annville, Lemoyne and Union Deposit is providing fast, convenient access to walk-in care. Patients don’t need an appointment to see PinnacleHealth Medical Group providers any day of the week including nights and weekends. Conditions treated include coughs, colds, flu, sinus infections, skin rashes, sore throat, and ear pain. Services include pregnancy testing and removal of stitches. Because each patient’s medical data goes into PinnacleHealth’s electronic record system, follow-up care for an ongoing condition is more coordinated.

PINNACLEHEALTH WOMEN’S CANCER CENTER:

PinnacleHealth’s Women’s Cancer program is the largest, most experienced in the region. The program is staffed by the region’s top surgeons, oncologists and radiologists working collaboratively to provide women with the highest level of care. Our program and surgeons are among the best in the specialty with thousands of robotic-assisted surgeries performed.

Our experience assures area women that they can receive state-of-the-art gynecological cancer care without traveling far from home. This specialized treatment for gynecological cancers is offered conveniently at both the Ortenzio Cancer Center in Mechanicsburg and Bloom Outpatient Center in Harrisburg.
PinnacleHealth Foundation—with help from generous community donations—helped fund a new unit at the Pennsylvania Psychiatric Institute (PPI) on PinnacleHealth Polyclinic Campus to allow additional children to receive essential mental health services. PPI serves more than 60 counties throughout Pennsylvania.

Addressing this demand was critical. In 2015, more than 120 children who needed inpatient mental health support were turned away from PPI because of capacity issues. In addition, the 2015 regional Community Health Needs Assessment revealed that rates of emotional, behavioral or developmental conditions in children in the United States and Pennsylvania are increasing.

The new unit at PPI provides a safe, age-appropriate area for children who need inpatient mental health support. The separate inpatient area is uniquely designed to treat children ages 4 to 12 and includes nine private rooms, a state-of-the-art play-therapy room, a classroom, a sensory room and a family visitation room. Previously, all children ages 4 to 18 were treated in the same unit. Separating children from adolescents and caring for them on separate floors help providers focus on targeted therapies, education and individualized treatment.

Pulmonary nodules rarely cause symptoms and are most often discovered when caregivers are testing for something else like pneumonia or abdominal pain. Though the majority of pulmonary nodules—which include any “spot” in the lung that is less than three centimeters in diameter—are benign, they must be evaluated promptly because they could be an early sign of lung cancer.

This year, we established the PinnacleHealth Pulmonary Nodule Clinic in conjunction with the opening of PinnacleHealth Cardiovascular and Thoracic Surgery at the West Shore Campus. It is the only multi-disciplinary group in the central Pennsylvania region comprehensively managing pulmonary nodules. At the Pulmonary Nodule Clinic, patients receive rapid, thorough evaluations and treatment using the most advanced, minimally invasive technologies available.
Finances

FREE CARE: CHARITY CARE

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FREE CARE: UNCOMPENSATED CARE

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THE AREA’S LARGEST CHARITABLE ORGANIZATION

As a non-profit, community health system, PinnacleHealth has a long tradition of caring for all patients, regardless of their ability to pay. In fact, PinnacleHealth provides more charity care than any other healthcare facility in the region.

**Sources of funds - (July 1, 2015 - June 30, 2016)**

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**Use of Funds**

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Community Benefits
INSURANCE ENROLLMENT:
Lack of insurance is a major barrier to healthcare. Without the preventive checks and measures available through coordinated wellness healthcare, patients who don’t have insurance often wait to seek care until there is a crisis that requires emergency treatment or hospitalization. With the initiation of the Affordable Care Act, PinnacleHealth hired two certified application counselors (CACs) to help patients who do not have insurance explore options for acquiring that benefit.

The CACs meet with patients when they present in the emergency room and other locations throughout PinnacleHealth. Working closely with these patients, the CACs often uncover other barriers to healthcare or social determinants of health, which may include poor health literacy, lack of housing or transportation. The CACs work with partners throughout the community to connect patients with resources to help them overcome these additional barriers to care.

SCHOOL SCREENINGS:
Good physical health helps students focus, perform better in school and have better attendance. To provide school nurses in the Harrisburg and Newport school districts with adequate time to address the day-to-day health concerns of students, PinnacleHealth is serving these districts by assisting nurses with state-mandated health screenings. PinnacleHealth nurses, non-clinical staff and volunteers assist school nurses with height, weight and vision screenings while dental screenings are provided by an area dental hygienist. In addition to creating more time for the school nurses to serve the students, the program helps form a trusting relationship between PinnacleHealth caregivers and the students in their service area. Anonymous data collected through the program is used to identify and address any concerning health trends.

HOME VISIT PROGRAM:
After receiving excellent care at the hospital, some patients do not have the resources or support to maintain their recovery at home. Issues with pain and swelling, following prescription regimens properly and not having transportation or the proper environment for care can snowball and send these recovering patients to the emergency room or back into the hospital. PinnacleHealth is helping patients avoid readmissions through a home visit program that’s like an extension of their hospital care to ensure they get the follow-up services they need.

The program identifies patients of PinnacleHealth’s Kline Health Center who are homebound or have chronic conditions like diabetes or heart disease. Depending on the patient’s condition, appropriate members of the home visit team, which include a physician, registered nurse, medical assistant and a social worker, make a home visit to ensure recovery is progressing properly, and there are not any questions or concerns about the care plan. During the assessment, other barriers to follow-up care are addressed. This program was initiated through a relationship with residents at Presbyterian Senior Living in Harrisburg and resulted in a reduction in hospital readmissions. It is now being expanded to include other communities within PinnacleHealth’s service area.
Innovation

BREAST CARE CENTER

BioZorb: A new treatment option offered at PinnacleHealth enhances precision of radiation treatments for breast cancer patients while also promoting better cosmetic outcomes. Breast surgeons are inserting an innovative device called BioZorb® in the breast when cancer is removed. In addition to minimizing incision sizes, the device contains several tiny titanium clips that remain after the body absorbs the framework that holds them. These clips provide a precise marker that allows radiation oncologists to precisely deliver targeted follow-up treatments to keep the cancer from coming back while sparing healthy tissue from harm. The device, which helps with long-term monitoring of the surgical site during future mammograms, may also help the patient avoid scarring and can improve contouring of the breast for better cosmetic outcomes after breast-conserving lumpectomy surgery.

“BioZorb helps us minimize surgical impact and more precisely target treatments to protect healthy tissue,” says Lisa Torp, MD, FACS, medical director, Breast Care Center. “We’ve reached yet another exciting and important advance in breast cancer treatment that supports good outcomes for our patients and provides them with a better cosmetic result as well.”

BioZorb helps us minimize surgical impact and more precisely target treatments to protect healthy tissue.”
Hidden Scar™: Groundbreaking breast cancer surgery called Hidden Scar™ Breast Cancer Surgery is helping women who are diagnosed with breast cancer begin treatment with confidence. The advanced approach enables breast surgeons to remove cancerous tissue through a single incision made in inconspicuous areas to minimize visible scarring. The nipple, areola and surrounding tissue are preserved to give optimal cosmetic results—a natural-looking breast with no visible reminders of the surgery. In addition, patients who undergo this approach are not at higher risk of recurrence than patients who undergo any other surgical technique. PinnacleHealth is one of just two Centers of Excellence for Hidden Scar surgery in Pennsylvania. All PinnacleHealth breast surgeons hold certificates of training in Hidden Scar surgery and have already performed dozens of procedures at our Harrisburg, Community General Osteopathic and West Shore Hospitals.

“Knowing the emotional impact of a breast cancer diagnosis, we are pleased to offer our patients an option that may ease fears about treatment and help them thrive as survivors,” says Lisa Torp, MD, FACS, medical director, PinnacleHealth Breast Care Center. “Earning certification to offer this advanced approach to removing breast cancer is an example of how we continue to innovate for a comprehensive approach to treatment that meets our patients’ physical and emotional needs.”