



Fox Chase Cancer Center

# **COMMUNITY HEALTH NEEDS ASSESSMENT IMPLEMENTATION PLAN**

FY23 PROGRESS REPORT



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## FISCAL YEAR 2023 PROGRESS REPORT HIGHLIGHTS

We are pleased to share the following results from our 2022-2025 Community Health Needs Assessment Implementation Strategy.

As part of the Temple University Health System, Fox Chase Cancer Center remains an integral part of its community delivering a strong benefit for the surrounding catchment area and beyond. Fox Chase was one of the first cancer centers designated by the National Cancer Institute as comprehensive, the highest possible designation from the agency that sets national standards for cancer care and research. More than 100 years later, it is still going strong as can be seen in its performance in fiscal year 2023.

Fox Chase Cancer Center is deeply committed to its community. Specific to the goals of our 2022-2025 Community Health Needs Assessment Implementation Strategy, we accomplished the following during FY23:

- To enhance cancer care access:
  - Conducted 94 screening events and provided breast cancer screenings to 1,208 women via the Mobile Screening Unit.
  - No cost mammograms were provided to 309 uninsured women.
  - 112 patients were provided navigation services (appointment reminders and accompanying to appointments).
  - Fox Chase Cancer Center (FCCC) has expanded its clinical trial portfolio at Temple University Hospital (TUH) to increase access to research opportunities. Several new studies have been activated, the number of faculty has been expanded, and work has been done with the Office of Community Outreach to increase awareness of trials.
  - FCCC worked with Temple University Health System (TUHS) to pilot a Colorectal Cancer Screening home-based Fecal Immunochemical Test (FIT) program with high-risk populations in North Philadelphia. These kits are a quick, easy, and innovative way for people to screen at home. The program was successful, with 75% of participants reporting their FIT test results.
  
- To lower the burden of chronic disease:
  - Our Office of Community Outreach conducted bilingual outreach to 2,412 people through 65 sessions. Fox Chase was able to participate in an additional 54 outreach events this year and reached a 2,969 people with cancer information. This totaled 5,381 people reached during FY23. These programs are designed to help patients become more active in their healthcare by gaining a stronger understanding of cancer, risk factors and screening guidelines.
  - The tobacco treatment program has expanded. The number of unique patients receiving tobacco treatment services increased to 848. There were a total of 1,804 visits scheduled with the tobacco program. In addition, 30 patients enrolled in the

navigation program and 23 of them have had at least one visit. The navigation program provides more in-depth tobacco treatment services and referrals to additional resources.

- To address racial, ethnic and other healthcare disparities:
  - In FY23, there were 202,943 language requests for translation services.
  - Planning began for future cultural competence, anti-racism, diversity awareness trainings. One training on “Cancer Disparities: How does this inform DEIA at FCCC” was conducted during this year with 37 attendees. Other DEI activities included sharing articles and meeting announcements. TUHS also hosted an annual Cultural Competence Symposium and 12 FCCC staff members from multiple departments participated.
  - Human resources also has several trainings that are DEI related. In FY23, 1,023 instances of a DEI course taken were reported, including Introduction to LGBTQ Patients, Cultivating Cultural Competence and Inclusion, and the Temple Experience.
  
- To increase behavioral health support:
  - In FY23, the P2PN and caregiver network expanded to Temple University Hospital. There were 73 completed P2PN matches at Fox Chase and 17 completed matches at Temple Hospital. There were also 20 volunteers trained at Fox Chase and 5 trained at Temple Hospital.
  - In FY23, there were 9 completed caregiver matches at FCCC and 1 at Temple Hospital. There were 2 caregiver volunteers trained.
  - In FY23, there were 276 support group participants.
  - The Cognitive Behavioral Therapy (CBT) for Pain behavioral health therapy group and the Music Wellness Program were launched this year.

## CHNA Progress Report

**Plan Title:** Enhance Cancer Care Access

### Executive Sponsors:

Martin Edelman, MD, Chair, Department of Hematology/ Oncology, FCCC

Linda Hammell, Director, Community Cancer Screening Program, Office of Community Outreach, FCCC

### Summary

Community members identified healthcare access as a major health need in the 2022 Community Health Needs Assessment. Barriers to specialty and primary care and cancer screening include: lack of neighborhood providers, affordability, medical insurance, transportation, immigration status, language/cultural barriers, misinformation and fear. In response, FCCC's Community Advisory Board recommended increased public education on cancer healthcare services, mobile health screening and cancer home-based testing, such as a colorectal Fecal Immunochemical Test (FIT) test.

### Health Equity Goals:

1. Increase availability of community cancer screening services to underserved communities.
2. Increase access to research/clinical trials opportunities, especially among high-risk, underrepresented minorities.
3. Provide healthcare navigation services to patients that need follow-up services or have financial, language, transportation or other barriers.
4. Provide cancer screening services to patients in the Fox Chase survivorship clinics and their families.

### Objectives:

1. Provide cancer screening to 1,500 persons via the Community Cancer Screening Program each fiscal year.
2. Provide healthcare navigation services to all patients needing follow-up care.
3. Increase the diversity and number of research participants.

### Metrics Data Dashboard:

Data Element	Baseline-FY22	FY23
Total number of individuals screened and underserved/uninsured screened	<ul style="list-style-type: none"><li>• 1,640 screened</li><li>• 1,543 uninsured</li></ul>	<ul style="list-style-type: none"><li>• 1,208 screened</li><li>• 309 uninsured</li></ul>
Number and type of healthcare navigation services provided.	86 <ul style="list-style-type: none"><li>- Screening reminders</li><li>- Navigation into screening</li></ul>	112 <ul style="list-style-type: none"><li>- Screening reminders</li><li>- Navigation into screening</li></ul>

Data Element	Baseline-FY22	FY23
	- Follow-up for diagnostic appointments	- Follow-up for diagnostic appointments
Number of screenings provided in Fox Chase Cancer Prevention Clinic	N/A, clinic launched in FY23	12 patients screened  The clinic had a soft launch in FY23
Number of activities to increase awareness of research/clinical trials	N/A, program launched in FY23	Three activities began in FY23 <ul style="list-style-type: none"> <li>• Expanded trials at TUH</li> <li>• Increased staff at TUH</li> <li>• Worked with Community Outreach</li> </ul>

**Metric Progress Summary:**

1. Total number of individuals screened and underserved/uninsured screened.
  - a. During FY22, FCCC conducted 116 screening events and provided breast cancer screenings to 1,640 women through the Community Cancer Screening Program. No-cost mammograms were provided to 327 uninsured women (20%). The majority of these women (1,543) were screened at community and physician practice sites. Thirty-nine of these screening events were held in underserved North Philadelphia and 443 women received breast cancer screenings at these events.
  - b. During FY23, FCCC conducted 94 screening events and provided breast cancer screenings to 1,208 women through the Community Cancer Screening Program. No-cost mammograms were provided to 309 uninsured women (25%). The majority of these women (1,150) were screened at community and physician practice sites. Thirty-one of these screening events were held in underserved North Philadelphia and 329 women received breast cancer screenings at these events. Due to a national shortage of mammography technicians, Fox Chase experienced a staff shortage that negatively impacted our ability to provide additional breast cancer screenings via our mobile screening unit, leading to a decrease in the number of women screened from FY22 to FY23.

2. Number and type of healthcare navigation services provided.
  - a. In FY22, 86 women received navigation services. Sixty-nine women received navigation services to screenings and to ensure they were able to attend follow-up diagnostic appointments at Fox Chase. Twenty-eight women received screening reminders.
  - b. In FY23, 112 women received navigation services. Seventy-four women received navigation services to ensure they were able to attend screenings and follow-up diagnostic appointments at Fox Chase. Thirty-eight women received screening reminders.
3. Number of screenings provided in Fox Chase Cancer Prevention Clinic.
  - a. This year the clinic had a soft launch and established a baseline of cancer screening services provided to patients in the Fox Chase survivorship clinics. The number of patients screened was 12.
4. Number of activities to increase awareness of research/clinical trials
  - a. Fox Chase Cancer Center (FCCC) has expanded its clinical trial portfolio at Temple University Hospital (TUH) to increase access to research opportunities. Several new studies have been activated which address survey findings indicating that the community is interested in studies that decrease toxicity and enhance patient support.
  - b. Work was conducted with Office of Community Outreach to increase awareness of trials and to increase the public's knowledge of research
  - c. FCCC received a two-year *Stand Up to Cancer* grant to expand the clinical trial infrastructure at TUH. We have expanded faculty from 4 FTE to 6.5 FTE with the addition of one new senior physician as well as several new junior faculty.
  - d. We are planning to increase the number of patients enrolled in clinical research by 20% each year for the next three years. For CY 2023 to date (September 12, 2023) 460 patients have been enrolled in clinical trials across TUHS. In comparison, only 356 patients were enrolled in all of CY 2022. Of the 460 accruals, 198 are part of the Peri-Operative Risk study (PRS 2.0) which is a high accruing surgical study at TUHS. Additionally, the 2023 current total (September 12, 2023) for accruals to the Biosample repository is 2,148.

**Action Plans Implementation Summary:**

1. The Fox Chase Cancer Prevention Clinic was launched to streamline and reduce barriers to cancer screening for multiple cancer types. The program is currently provided to patients in Fox Chase survivor clinics. Plans are in place to increase referrals of staff and friends/families of FCCC patients to the screening program.
2. FCCC worked with Temple University Health System (TUHS) to pilot a Colorectal Cancer Screening home-based Fecal Immunochemical Test (FIT) program with high-risk populations in North Philadelphia. FCCC conducted education sessions at the Dr. Ala

Stanford Center for Health Equity. At the sessions, attendees learned about colorectal cancer and screening guidelines. To reinforce its education, staff utilized a 12' inflatable colon. Attendees could walk through and observe the different colon sections, which showed normal colon tissue as well as abnormal growths, which could progress into cancer if left untreated. Health educators were on hand to explain what people were viewing in the colon and provide additional details. Outreach staff worked with Temple Faculty Physicians and TUH-Main Campus' Department of Internal Medicine to distribute free Fecal Immunochemical Testing (FIT) kits. These kits are a quick, easy, and innovative way for people to screen at home. This team made follow-up phone calls to all that took the tests to determine their results. Those with positive findings need further testing and consultation with GI. These patients were scheduled with Temple GI for a follow-up appointment, if they didn't already have an appointment scheduled with their own providers.

3. FCCC evaluated the colorectal cancer screening program to determine the efficacy of using home-based cancer screening tools in reaching underserved communities. It was determined that participants needed up to four phone calls to report results, however 75% of those that took the FIT test at the events, reported their results.
4. A bidirectional survey was developed to engage community members and organizations in the catchment area in development of Fox Chase's research agenda. In FY23, 1,251 surveys were completed. Participants provided feedback on the health problems in their community, neighborhood problems, barriers to healthcare, and important areas of cancer research.
5. The bidirectional survey was used to collect community input on research participation barriers, especially among diverse underserved populations to determine how to address barriers. Healthcare barriers included no medical insurance and not being able to make an appointment. Suggested areas for cancer research were finding better ways to prevent cancer and detect it early. In response, our community outreach team implemented a four-week nutrition pilot to help community members understand the role of obesity and cancer, and to provide onsite demonstrations of healthy eating and physical activity to reduce the risk of cancer.
6. This year we continued community cancer-screening efforts with current and new partners via mobile screening unit (MSU), specifically for at-risk communities. Through our network partners, we screened at both corporate and community settings. In the corporate setting, the MSU is provided as a worksite wellness program and provides a convenient way to obtain screening. Within the community, the MSU works to ensure equal access to care among the medically underserved audiences that may have many barriers to obtaining proper healthcare including a lack of health insurance. Post screening surveys indicate that over 40% of women screened stated that if not for the mobile screening unit, they would not have obtained a mammogram.
7. Working with our lay bilingual navigator and nurse navigators to support patients requiring follow-up care that do not speak English as their primary language. Patient navigators with extensive experience working in the community and with our community partners have worked closely with patients who have inconclusive or abnormal screening results and/or who have financial or other issues (e.g. language



barriers) to ensure that these individuals are able to access follow-up services as needed.

8. In depth analysis of the regional cancer burden and identification of high-risk populations informs our selection of studies to open that most appropriately address this burden.
9. FCCC has been working to extend research participation to the Temple University Hospital (TUH) community. Recently, FCCC was awarded a *Stand Up to Cancer* grant that has been used to expand infrastructure at TUH. We have expanded faculty from 4 FTE to 6.5 FTE with the addition of one new senior physician as well as several new junior faculty. This has allowed for an increase in trial enrollment. For CY 2023 to date (September 12, 2023) 460 patients have been enrolled in clinical trials across TUHS. In comparison, only 356 patients were enrolled in all of CY 2022. When looking at patients enrolled just at TUH, the 2023 year to date total for therapeutic trials accruals is 35, an increase from just 4 accrued in 2022. Also, during the reporting period, FCCC expanded its biorepository facility to TUH. This will provide patients and non-patients access to biospecimen contribution opportunities. This endeavor increased access to education and biospecimen collection at TUHS. For example, from January- September 12, 2023, a total of 2,148 patients consented to provide samples to the Biosample repository. Of these patients, 467 of them were from TUH, which has not accrued patients to the biosample repository prior to this year.

### **Conclusion & Next Steps:**

These programs have been successful in reaching our goals. In the next fiscal year, the community cancer screening program will continue to screen patients with both community and corporate partners, with a focus on underserved communities. Additionally, the screening program will provide healthcare navigation services to patients that need follow-up services or have financial, language, transportation or other barriers.

Work will continue to increase access to research/clinical trials opportunities, especially among high-risk, underrepresented minorities. This Fall, FCCC will initiate a supportive and palliative care clinic focused on supporting patients with cancer who are enrolling on clinical trials. Additionally, new studies are being launched and work is continuing to extend participation to the TUHS community. Additionally, the Fox Chase Prevention Clinic will continue to expand to provide cancer screening services to more patients and to increase referrals of staff and friends and families of FCCC patients. Once scheduling processes are more in place, there will be a plan to open up the prevention clinic to the entire Temple Health System for referrals and external referrals (e.g., Unions, SEPTA, and Phillies).

## CHNA Progress Report

**Plan Title:** Lower Burden of Chronic Disease

**Executive Sponsor:**

Charnita Zeigler Johnson, PhD, MPH, Associate Director, Office of Community Outreach, FCCC

**Summary:**

Community members identified the need for chronic disease prevention programs during the 2022 Community Health Needs Assessment. Conditions recognized include cancer, heart disease, stroke and respiratory diseases. Cancer mortality rates are the highest in Delaware and Philadelphia Counties and there is a regionally higher burden of lung, liver and breast cancer in the Fox Chase community area. Lack of cancer understanding, especially related to different types, prognoses and outcomes leads to stigma, fear and avoidance of getting screening or treatment. In response, the community requested public education and implementation of evidence-based cancer prevention interventions.

**Health Equity Goals:**

1. Increase evidence-based cancer education and resources to address the regional cancer burden.
2. Increase bilingual cancer education materials to strengthen outreach to diverse communities.
3. Enhance evidence-based smoking cessation services to reduce community's tobacco use.

**Objectives:**

1. Provide bilingual cancer education sessions and resources to 1,000 people each fiscal year.
2. Reduce community tobacco use following participation in community Tobacco Treatment Program.
3. Increase number of patients and those using navigation services for the in-house Tobacco Treatment Program.

**Metrics Data Dashboard:**

Data Element	Baseline-FY22	FY23
Number of cancer educational sessions and attendees.	<ul style="list-style-type: none"><li>• 34 education sessions, 380 people</li><li>• 21 outreach events, reached 1,035 people</li></ul>	<ul style="list-style-type: none"><li>• 65 education sessions, 2,412 people</li><li>• 54 outreach events, reached 2,969 people</li></ul>
Number and topic of plain language, bilingual outreach materials.	<ul style="list-style-type: none"><li>• 1, Liver cancer</li></ul>	<ul style="list-style-type: none"><li>• 1, HPV</li></ul>

<b>Data Element</b>	<b>Baseline-FY22</b>	<b>FY23</b>
Number of community <i>Tobacco Treatment Program</i> sessions and attendees.	<ul style="list-style-type: none"> <li>One session, one attendee</li> </ul>	<ul style="list-style-type: none"> <li>Two sessions, three attendees</li> </ul>
Number of patients utilizing in-house tobacco treatment services	<ul style="list-style-type: none"> <li>420 patients</li> </ul>	<ul style="list-style-type: none"> <li>848 patients</li> </ul>

**Metric Progress Summary:**

1. Number of cancer educational sessions and attendees.
  - a. In FY 22, FCCC conducted bilingual outreach to 380 people through 34 sessions and participated in 21 outreach events that reached 1,035 people, reaching a total of 1,415 people.
  - b. In FY23, FCCC conducted bilingual outreach to 2,412 people through 65 sessions and participated in 54 outreach events that reached 2,969 people with cancer information, reaching a total of 5,381 people.
2. Number and topic of plain language, bilingual outreach materials.
  - a. In FY22, plain language materials were developed on liver cancer in English and Spanish.
  - b. In FY23, a plain language English brochure on HPV was developed. It will be finalized and translated into Spanish next fiscal year.
3. Number of community Tobacco Treatment Program sessions and attendees.
  - a. One 5-week virtual session of this program was implemented in FY22 and one person completed the program. They reported smoking less cigarettes at the end of the program.
  - b. Two 4-week virtual sessions of this program were implemented in FY23 and three people completed the program. They reported smoking less cigarettes at the end of the program.
4. Number of patients utilizing in-house tobacco treatment services.
  - a. In FY22, 420 patients were utilizing the in-house tobacco treatment program.
  - b. In FY23, in-house efforts focused on increasing tobacco assessments of new patients, building a tobacco registry and developing additional processes to engage and track cessation services. The number of unique patients receiving tobacco treatment services increased to 848. There were a total of 1,804 visits scheduled with the tobacco program. In addition, 30 patients enrolled in the navigation program and 23 of them have had at least one visit. The navigation program provides the patient with 2 phone calls with a tobacco treatment specialist navigator in between their regular tobacco treatment appointments. On these phone calls, the navigator answers patient questions and addresses patient barriers, referring them to internal FCCC and external smoking cessation resources as needed.

**Action Plans Implementation Summary:**

1. FCCC delivered cancer education to underserved communities and populations experiencing a high cancer burden in the region. Bilingual outreach was conducted to 2,412 people through 65 sessions.
2. FCCC began developed of a plain language, multi-lingual educational brochure on Human Papillomavirus (HPV).
3. FCCC participated in community events to disseminate cancer prevention and screening information using trusted community leaders to share cancer related information. FCCC was involved in 54 outreach events and reached 2,969 people with cancer information.
4. Community outreach and the tobacco treatment program continued to work with existing and new partner organizations to deliver a community Tobacco Cessation Program to address the lung cancer burden. The program was conducted twice and three people completed the program. They reported reduced smoking levels at the end of the program.
5. The Tobacco Treatment Program was expanded to provide navigation services and smoking cessation support to patients across Temple University Health System (TUHS) via the Temple Healthy Chest Initiative. Patients are referred across the Temple Health system. In addition, cancer patients that agree to enroll in a study, are provided additional navigation services as part of the program. There have been 848 unique patients receiving tobacco treatment services across TUHS.

#### **Conclusion & Next Steps:**

We intend to continue our education goals and conduct Community Speakers Bureau and other educational sessions in FY24. We are also planning to participate in health fairs, where we can reach large audiences with cancer information. During FY24, OCO is also planning to develop plain language materials on head and neck cancer and will finalize the materials on Human Papillomavirus (HPV). Planning is underway to run the Community Tobacco Treatment Program in either an in-person or virtual format for FY24. We plan to offer the program at least once during FY24. Additionally, we will continue work on broadening access to the Tobacco Treatment program. Smoking cessation services are provided across TUHS, but efforts will be taken to spread awareness of the program. In addition, cancer patients will continue to be provided the option to receive navigation services.

## CHNA Progress Report

**Plan Title:** Address Racial, Ethnic & Other Healthcare Disparities

**Executive Sponsors:**

Camille Ragin, PhD, MPH, Associate Director, Diversity and Inclusion, FCCC

**Summary**

Racism was recognized as an ongoing public health crisis in need of collective attention during the 2022 Community Health Needs Assessment. Communities of color expressed mistrust of healthcare providers arising from health disparities and discriminatory treatment in healthcare settings, which can lead to forgoing needed care. Equitable and affirming healthcare was a concern for LGBTQ+ community members. In response, the community requested a more diverse healthcare workforce with lived experience and increased diversity, equity, and inclusion training programs in healthcare institutions. More culturally concordant healthcare providers and resources to address language barriers, including high quality oral and written language translation resources were also requested.

**Health Equity Goals:**

1. Implement Diversity, Equity and Inclusion (DEI) training for faculty and staff on racism, implicit bias, diversity awareness, and trauma-informed care to support culturally and linguistically appropriate care.
2. Foster a diverse, equitable, and inclusive environment for patients, healthcare providers and other staff from historically marginalized backgrounds.
3. Establish an LGBTQ+ Affirming Healthcare Provider training process.

**Objectives:**

1. Increase number of staff and physicians educated on the delivery of culturally competent and affirming care for diverse communities.
2. Provide high quality, safe and culturally appropriate care to patients with language needs.
3. Increase number of affirming LGBTQ providers at FCCC.

**Metrics Data Dashboard/Progress Summary:**

Data Element	Baseline-FY22	FY23
Number of language services requests and top languages requested.	<ul style="list-style-type: none"><li>• 173,615 language service requests</li><li>• Top languages requested- Spanish, Vietnamese, Mandarin, Russian</li></ul>	<ul style="list-style-type: none"><li>• 202,943 language service requests</li><li>• Top languages requested- Spanish, Russian Vietnamese, Mandarin,</li></ul>

<b>Data Element</b>	<b>Baseline-FY22</b>	<b>FY23</b>
Number of cultural competence, anti-racism, diversity awareness trainings provided to staff.	N/A started in FY23	1
Number of affirming LGBTQ providers at FCCC.	0	5

**Metric Progress Summary:**

1. Number of language services requests and top languages requested.
  - a. In FY22, there were 173,614 language requests. Top language requests in FY22 were: Spanish – 138,292, Vietnamese – 5,634, Mandarin - 3,880, and Russian – 3,750.
  - b. In FY23, there were 202,943 language requests. Top language requests in FY23 were: Spanish – 159,545, Russian - 6,209, Vietnamese – 5,827, and Mandarin – 3,565.
2. Number of cultural competence, anti-racism, diversity awareness trainings provided to staff.
  - a. This program began planning in FY23, that is the baseline year. One training on “Cancer Disparities: How does this inform DEIA at FCCC” was conducted during this year with 37 attendees. Other DEI activities included sharing articles and meeting announcements. Fox Chase cultural competence training is in development and is planned to be launched in the next fiscal year.
  - b. TUHS hosts an annual Cultural Competence Symposium and in FY23 12 FCCC staff members from multiple departments participated.
  - c. Human resources also has several trainings that are DEI related. In FY22, 232 instances of a DEI course taken by a FCCC employee were reported, including Introduction to LGBTQ Patients, Overcoming Cognitive Bias, and Cultivating Cultural Competence and Inclusion. In FY23, 1,023 instances of a DEI course taken by a FCCC employee were reported, including Introduction to LGBTQ Patients, Cultivating Cultural Competence and Inclusion, and the Temple Experience.
3. Number of affirming LGBTQ providers at FCCC.

- a. There are five at this time. The focus of future fiscal years will be to find champions at FCCC, and promote training, to increase number of LGBTQ+ Affirming Healthcare Providers.

### **Action Plans Implementation Summary:**

1. Educated employees on health disparities and their impact through symposiums, trainings, and continuing education on cultural humility, trauma-informed practices, and anti-bias communication. This year the topic of the training was “Cancer Disparities: How Does This Inform DEI Priorities at FCCC” and 37 people attended the training. All of training attendees that completed the post-session survey rated it as outstanding or good and 40% said they would use information to improve collaboration among the healthcare team. In addition, articles and events involving DEI were shared with staff.
2. This was a planning year for DEI activities. As such, the office began to examine how structural racism and discrimination impact cancer screening and care for patients at increased risk for liver and other cancers. This work will continue in future fiscal years in addition to work to strengthen DEI practices within the health system’s policies, procedures, and quality measures.
3. Language services has provided ongoing education to staff regarding language access and availability of multi-language resources. This work will continue as FCCC ensures all who need language services receive assistance. In addition, FCCC will investigate opportunities to have more onsite medical interpreters and/or staff certified in medical interpretation. Also, educational materials will continue to be developed in languages needed by the community we serve, including Spanish, Vietnamese, Mandarin, and Russian.
4. FCCC has developed their own LGBTQ Task Force. The task force relaunched in FY23 and will focus on establishing its charter and scope of work for FY24.

### **Conclusion & Next Steps:**

FCCC will continue to offer language services and provide culturally and linguistically appropriate care. We will work to ensure patients are aware of services (signage) and services are offered in top language service requests. Fox Chase cultural competence training is in development and is planned to be launched in the next fiscal year. This Diversity, Equity and Inclusion (DEI) training for faculty and staff cover information on racism, implicit bias, diversity awareness, and trauma-informed care to support culturally and linguistically appropriate care. In addition, work will continue with the LGBTQ task force and to determine how to implement the Affirming Provider training at FCCC. The LGBTQ task force will work to find champions at FCCC, and promote training, to increase number of LGBTQ+ Affirming Healthcare Providers by 15%.

## CHNA Progress Report

**Plan Title:** Increase Behavioral Health Support

**Executive Sponsor(s):**

Emmie Chen, MD- Director, Psychiatry Department, FCCC

**Summary**

Community members identified behavioral health as a top need exacerbated by the pandemic during the 2022 Community Health Needs Assessment. Significant mental health needs are indicated by high rates of depression and frequent mental distress. Patients diagnosed with cancer experience mental distress and depression, especially those diagnosed with advanced cancer. In response, community members requested improved care coordination and increased access to support groups and behavioral health services in community settings. To optimize cancer care, integrated mental health services, stress management and social supports were requested.

**Health Equity Goals:**

1. Increase cancer patients and caregivers access to support groups and other behavioral health supports, including Spanish-language patients and community members.
2. Provide evidence-based mental health services for patients with anxiety, depression, fear of recurrence, insomnia, chronic pain and end of life distress.
3. Increase community's awareness of behavioral health services and resources available at Fox Chase and in the community.

**Objectives:**

1. Increase number of volunteers and matches in P2PN/Caregiver Network.
2. Increase support group utilization by patients and community members.
3. Increase referrals to behavioral health services.



**Metrics Data Dashboard:**

<b>Data Element</b>	<b>Baseline-FY22</b>	<b>FY23</b>
Number of volunteers and matches in Patient-to-Patient (P2PN)/Caregiver Network.	P2PN matches: 113 P2PN volunteers trained: 22 Caregiver matches: 12 Caregiver volunteers trained: 13	P2PN matches: 90 P2PN volunteers trained: 25 Caregiver matches: 10 Caregiver volunteers trained: 2
Number of support group participants, including patient and non-patient community members.	8 community members/caregivers have attended all support groups combined	276 total participants
Number of patients seen in behavioral health services therapy groups and participants in Music Wellness Program open to FCCC community	N/A programs began in FY23	Therapy group: 3  Music wellness program: 12

**Metric Progress Summary:**

1. Number of volunteers and matches in Patient-to-Patient (P2PN)/Caregiver Network.
  - a. In FY22, there were 113 P2PN matches and 22 P2PN volunteers trained.
  - b. In FY22, there were also 12 caregiver matches and 13 caregiver volunteers trained.
  - c. In FY23, the P2PN and caregiver network expanded to Temple University Hospital. There were 73 completed P2PN matches at Fox Chase and 17 completed matches at Temple Hospital. There were also 20 volunteers trained at Fox Chase and 5 trained at Temple Hospital.
  - d. In FY23, there were also 9 completed caregiver matches at FCCC and 1 at Temple Hospital. There were 2 caregiver volunteers trained.
2. Number of support group participants, including patient and non-patient community members.
  - a. In FY22, it was reported that 8 non-patient community members participated in support groups.
  - b. In FY23, there were 276 total support group participants.
3. Number of patients referred to behavioral health services.
  - a. Programs designed to increase the referrals to behavioral health services launched in FY23.

- b. The Cognitive Behavioral Therapy (CBT) for Pain behavioral health therapy group was launched in FY23 and has served 3 patients.
- c. The Music Wellness Program was also launched in FY23 and has served 12 participants.

**Action Plans Implementation Summary:**

1. The P2PN/Caregiver Network started work to increase the volunteer pool by recently expanding promotion to Temple University Hospital, in addition to continued promotion at Fox Chase Main. In the future, the program is plans to continue with an expansion of the program at other FCCC entities: East Norriton, Buckingham and Chestnut Hill campuses.
2. In the upcoming fiscal year, the Spanish-language training module for P2PN will be developed.
3. FCCC is working to increase promotion and utilization of P2PN and support groups to patients and community members. A promotion plan is being developed to spread the word about support groups and that community members that are not patients can join the program.
4. The Psychiatry department staffing and services have been expanded to serve more patients. CBT for pain groups have been started with an emphasis on Medical Assistance patients. In addition, a Music Wellness Program started and is open to the FCCC community.
5. The psychiatry team has been working to enhance referrals and ensure patients are linked back to necessary behavioral health services. Psychiatry team members have been meeting with various divisions and providers, giving lectures to Advanced Practice Clinicians and fellows, conducted a Resource and Education Center (REC) talk for the community, created new Psychiatry division flyers for distribution to clinic rooms and have been having ongoing meetings to collaborate with the social work team.
6. The psychiatry department is continuing to navigate patients to community-based behavioral health services and is developing a resource database of community-based behavioral health.

**Conclusion & Next Steps:**

We intend to continue our goals and increase cancer patients and caregivers access to support groups and other behavioral health supports, including Spanish-language patients and community members. The development of the Spanish-language P2PN and continued promotion and expansion of the P2PN and caregiver support groups will help FCCC to meet these goals. In addition, the Psychiatry team will continue to provide evidence-based mental health services for patients with anxiety, depression, fear of recurrence, insomnia, chronic pain and end of life distress. They will continue to provide and expand the behavioral health therapy groups that are offered. They will also work to increase the community's awareness of behavioral health services and resources available through the development of a resource database.

