inspiring
HOPE
for a healthier life in all ways, always.
Each year, as we take this time to look over the accomplishments of Summit Health – the new services, new staff, new locations, our financial contribution to the community, our ability to bring specialized medical services close to home – I often reflect on what it all means.

To me, this is not about numbers, but sometimes the numbers help us tell our story. The figures from last year are indicative of our accomplishments; we are caring for more members of our community than ever, we are the driving force behind programs that are working to make our community members healthier. We are proud to report we are the largest employer in Franklin County.

We’ve brought needed services closer to home. We’ve brought on more staff so our community members don’t have to wait unacceptable times to see health care experts. We have boots on the ground working to determine what our community needs so we can help raise awareness and rally behind those issues.

Hope is a powerful word. We want our community to be hopeful that a healthier way of life exists, and we want to provide our community members every opportunity to live the best lives they can.

It takes a lot of effort behind the scenes to make good on our promises to our community. This year, our leaders have been shaping a new mission and a new vision for our organization; one that is reflective of how far we have come, and where we feel we need to go in the future.

By inspiring hope for a healthier life through all we do, in all ways, always, we at Summit Health have the power to touch many lives both inside and outside of our walls.

I am proud of the hope we have inspired in our community, and honored that we have the privilege to continue that journey into the future.

Pat O’Donnell
President & CEO
Local, comprehensive care

It is Summit Health’s mission to lead our community to health by providing high-quality, affordable, accessible health care for everyone. We are striving to ensure that our community has the care they need, when they need it, close to home. Our care is comprehensive, extensive, and ready to meet the demands of our community. We continue to determine which specialties are needed, and how we can address those needs.

Inspiring hope for a healthier life

“Hope” is a powerful word. We want our community to be hopeful that a healthier way of life exists, and we want to provide our community members every opportunity to live the best lives they can. We want to be the vehicle that helps our neighbors get back to their lives after being patients, or encourages them to eat more vegetables, maybe avoiding the hospital altogether. Summit Health stands for Community. Summit Health stands for Hope.

Inspirining future vision

Our new path forward

By inspiring hope for a healthier life through all we do – in all ways, always, we have the power to touch many lives both inside and outside of our walls. The path forward on this continuous journey is represented by a renewed strategic triangle. As you can see, the patient remains at the top, supported by our vision, organization strategic themes, and foundational elements of Summit Lean System and Respect for People.
Summit Health at a Glance

Franklin County’s Leading Health Care Provider
Fiscal Year 2017

15,995 admissions to our hospitals
440,142 visits to our physician practices
1,773 babies delivered at our hospitals
16,268 surgeries performed
78,024 emergency department visits
1,578,120 lab tests performed

- Nonprofit organization
- Parent organization to Franklin County’s two hospitals
- Parent organization to Summit Physician Services
- 265 employed physicians and advanced practice providers
- 46 physicians and advanced practice providers added this year
  - 17 Physicians
  - 11 Certified Registered Nurse Practitioners
  - 11 Physician Assistants
  - 6 Certified Registered Nurse Anesthetists
  - 1 Midwife
- 27 medical specialties
  - Anesthesia
  - Behavioral Health
  - Cardiology
  - Dermatology
  - Endocrinology
  - ENT & Hearing Services
  - Family Medicine
  - Gastroenterology
  - General Surgery
  - Hematology
  - Internal Medicine
  - Interventional Cardiology
  - Obstetrics/Gynecology
  - Occupational Health
  - Oncology
  - Orthopedics
  - Pain Medicine
  - Palliative Medicine
  - Plastic Surgery
  - Podiatry
  - Pulmonology
  - Rehab Medicine
  - Sports Medicine
  - Urology
  - Weight Management
- 1,152 volunteers and auxiliary members
- 3,599 employees (including more than 260 physicians and advanced practice providers)
- $552.3 million in revenue
- $496.5 million in expenses
- $791 million estimated regional economic impact
  (Source: Hospital & Healthsystem Association of Pennsylvania, 2017)
- $57.1 million in Community Outreach

Service Area
- Franklin County, Pa., and surrounding communities
- Population of about 170,000 people
- Median household income of approximately $53,900

Our Health System
- Chambersburg Hospital (273 beds)
- Waynesboro Hospital (57 beds)
- 53 practice sites
- 8 lab locations
- 6 imaging centers
- 11 family care practices
- 4 physical therapy locations
- 2 Walk-in Care centers
- 2 Urgent Care centers
- FastCare clinic
- Cancer treatment services
- Outpatient surgery center

Franklin County’s Leading Health Care Provider
Fiscal Year 2017

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Financial Summary | Fiscal Year 2017

**REVENUE**

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**EXPENSES**

- Salaries & Wages
- Materials, Supplies, Services
- Employee Benefits
- Depreciation & Amortization
- Professional Services
- Interest Expense

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$57.1 million total invested in the community

- Charity Care
- Technology
- Subsidized Health Services
- Community Building & Health Improvement
- Education of Health Professionals
Inspiring hope in our community

It takes a concentrated, collective effort to enact change that will positively affect the lives of local residents not only now, but in the years to come. Summit Health’s Community Services department continues to address critical areas of need among under-resourced populations.

“Through community collaboration and education initiatives, we are striving to create a positive collective impact on the health of our community,” said Director of Community Services Ann Spottswood. “We are here for our neighbors.”

COMMUNITY SERVICES DEPARTMENT

Vision: Healthy people, healthy communities.

Mission: Through a collective impact approach, Community Services will be the advocate and catalyst for creating healthy communities.

What’s New

“Spray Before You Play” and “Read, Play, Sing” campaigns were launched this year. Messaging for the new campaigns included information on outdoor summer safety and child abuse prevention, respectively. Educational and awareness messaging was distributed throughout the county as well as on social media outlets, the web, and local media to reach a wide variety of audiences.

Two evidence-based programs, Eat Well Play Hard and Prevent T2, also were implemented in the community to help reduce the rates of obesity and chronic disease.

PREVENT T2—DIABETES PREVENTION PROGRAM

Two sessions of Prevent T2 were offered in Waynesboro and Chambersburg. Created by the Centers for Disease Control and Prevention, this program has been proven to help those with prediabetes make lifestyle changes that can cut the risk of developing Type 2 diabetes by more than half. Sessions of the 26-week program were spread throughout the year and led by a trained lifestyle coach to help participants learn new skills, reach goals, and stay motivated. A small support group of people with similar goals often makes it easier for those who are struggling to overcome day-to-day challenges.

Nineteen active participants completed the weekly, bi-weekly, and monthly sessions. All but two participants lost weight for a total weight loss of more than 200 pounds.

The Healthy Franklin County collaborative is at the heart of the collective work being done with the understanding that community success is achieved through a common agenda, shared goals, and uniform measurement.

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READ, PLAY, SING

Summit Health partnered with Over the Rainbow Children’s Advocacy Center to increase awareness about child abuse and ways to help prevent it through a “Read, Play, Sing” campaign. Reading, playing, and singing with children has been proven to strengthen family connections and build social and emotional readiness for school in children. A few other activities helped support the Child Abuse Prevention Month effort in April:

- Pinwheels for Prevention were planted throughout the county. Locations included various Summit Health affiliates in Greensastle, Shippensburg, Chambersburg, Waynesboro, and Mercersburg.
- The Franklin County Commissioners read a proclamation on the square in Chambersburg. Immediately following, various agencies including law enforcement and Children and Youth placed blue ribbons on the parking meters downtown to recognize Child Abuse Prevention Month.
- The fountain in downtown Chambersburg and two Summit Health buildings were lit with blue lights to help create heightened awareness.

Because of the need to address literacy, as well as the importance of child abuse prevention, one Summit Health primary-care office became a nationally recognized Reach Out and Read site. This national program provides funding to qualified sites that in turn allow children to choose an age-appropriate book to take home with them after well-child visits. Eventually, this program will be implemented at all Summit Primary Care offices.

EAT WELL PLAY HARD

Eat Well Play Hard was implemented at six Head Start classrooms, impacting 111 local preschool students and five caregivers. This evidence-based program was designed to increase vegetable consumption, decrease television screen time, and increase physical activity through education and skill-building activities.

SPRAY BEFORE YOU PLAY

Launched in June 2017, this outdoor summer safety campaign was created to increase awareness on the dangers of tick and mosquito bites and sun exposure. This campaign educated the public on the importance of applying bug spray containing 20% or more DEET and broad-spectrum sunscreen with a sun protection factor (SPF) of 30 or higher before and during outdoor activities. Approximately 125 bottles of sunscreen and 135 bottles of bug spray were provided free of charge to community members in June 2017.

BODYSMART SCREENINGS

The 2015 Community Health Needs Assessment identified physical activity as something lacking for many local community members. To address this need, Community Services provided more than 300 body composition screenings throughout Franklin County. Participants received a complete body composition analysis, which is more accurate than the Body Mass Index. Results were explained by a fitness expert, which helped participants understand their screenings and develop plans of action to improve health and increase physical activity.

ADDRESSING ADDICTION

To help address the national health crisis of opioid addiction as it is occurring locally, Community Services partnered with other Summit Health representatives, community task forces, local law enforcement, and the South Central PA Opioid Awareness Coalition to provide education and resources to community members.
In 2016, Summit Health’s Community Services department and Healthy Franklin County completed the journey of creating a Community Health Improvement Plan (CHIP), an important first step in impacting the health of the community. This collective approach illustrates that it takes more than just a health system to have impact; it takes a formal process and the work of the entire community.

The three-year CHIP, which is aligned with the 2015 Community Health Needs Assessment (CHNA), is used to guide the work of various Summit Health programs and initiatives, as well as community task forces.

Four task forces are comprised of representatives from community organizations and focus on the following priorities:

1. **ACCESS TO CARE**
   - In collaboration with Healthy Franklin County partners, Keystone Health opened a school-based clinic in Fall 2016 at Chambersburg Area Senior High School.
   - Keystone Health and Franklin County government also worked with the Pennsylvania Department of Transportation to expand public transportation services in Franklin County.

2. **MENTAL HEALTH**
   - Healthy Franklin County partners worked to expand suicide prevention awareness in the county with an educational campaign that included distribution of important resources, such as magnets featuring crisis phone numbers. The collaborative also provided suicide prevention trainings. Additionally, an inventory of mental-health providers was completed, as well as a survey of primary-care and mental-health providers to determine what depression screening and assessment tools they use. An adolescent depression work group also was created to address mental health during the critical teen years.

3. **NUTRITION**
   - This task force created two new work groups, Community Engagement and Built Environment, to increase access to fruits and vegetables. The Community Gardens committee inventoried existing community gardens and conducted a community survey that validated needs and interest in high-priority target populations. The Food Insecurity group inventoried assets to create a map that identifies and plots resources available to food insecure populations.

4. **PHYSICAL ACTIVITY**
   - The task force created two new work groups, Community Engagement and Built Environment, to increase the proportion of adults who engage in muscle strengthening and aerobic physical activities.
   - The Community Engagement work group supported the expansion of the Community Walking Parties. The Built Environment committee inventoried existing and future trails in Franklin County as well as started a review of local policies that to determine if they are aligned with healthy community design principles.

Community Health Improvement Plan

In addition to strengthening its organizational capacity, Healthy Franklin County also updated more than 120 health indicators on its website, HealthyFranklinCounty.org, a key community resource. An integrated communications plan also was created, which will be implemented in the 2017-2018 Fiscal Year to leverage the collective efforts of Healthy Franklin County partners to make our community healthier.

To continue efforts to inform the community of the health-related issues in Franklin County, Summit Health presented an overview of CHNA findings, the CHIP, and Healthy Franklin County activities to Leadership Franklin County and the Franklin County Council of Governments.

Community Services has made great strides in offering more programs and starting conversations that will lead to better health where people live, learn, work, play, and shop. The team is excited to continue this work with community partners and looks forward to collaboratively building a healthier community.

Other programs offered to our neighbors included:

### WAYNESBORO HOSPITAL HEALTH FAIR

More than 1,500 people attended the annual Waynesboro Hospital Health Fair where vendors provided information and education on numerous health topics. The Mega Brain was a new feature this year. Attendees walked through the inflatable brain to better understand how a wide range of medical conditions, such as stroke, concussion, and addiction, affect the brain. Several hundred people also took advantage of free health screenings offered at the fair:

- 649 cholesterol and diabetes
- 261 bone density
- 120 diabetic foot

Other screenings completed were body composition, blood pressure, grip strength, balance, and simple lung function.

### GROCERY STORE TOURS

More than 100 people attended free grocery store tours that provided tips on eating for heart health, how to identify healthy snacks, and how to read food labels. Tours were targeted to specific audiences including children, those with high blood pressure, and those with diabetes or prediabetes.

### AUTISM FAIR

About 400 people participated in an autism fair designed to create more awareness about autism and the local resources available for families.

### CHILDREN’S WELLNESS DAYS

A collaborative effort with various nonprofits in Franklin County provided health education to all third-grade students in Franklin County. This year, 1,420 children participated in interactive lessons geared toward nutrition, fire and gun safety, physical activity, kindness to others, and managing emotions.

### HEART MONTH ACTIVITIES

Summit Health partnered with Chambersburg Area Middle School North and The Herald-Mail to provide education about heart disease to students and the community. The Mega Heart, an inflatable, walkthrough heart, was utilized to educate the community and eighth-grade students on how unhealthy behaviors such as eating a diet high in sodium and fat or getting enough exercise affects the heart. Approximately 135 eighth graders were educated and 328 community members attended the heart event.

### HAND-WASHING EDUCATION

Over 1,200 children received education about when, why, and how to properly wash their hands to stay healthy and help limit the spread of germs.

### GETFITNOW CLASSES

More than 60 people completed this comprehensive class series aimed at supporting individuals in making healthier food choices and increasing physical activity. Often, people just need a few tools and a nonjudgmental environment to empower them to get started or continue their path to wellness.
$288,543 | Total funding awarded in 2017

Investing in our Community

The Summit Endowment addresses the community’s health needs by supporting the development of programs and activities of nonprofit organizations that measurably improve the health of our neighbors.

The Endowment also strives to better understand and address the social determinants of health and the distinct needs of vulnerable populations, supporting health initiatives and improving health where people live, learn, work, and play.

Priorities

The Summit Endowment Committee prioritized grant-making based upon findings from the 2015 Summit Health Community Health Needs Assessment. The key issues identified were access to care, nutrition, physical activity, and mental health. Specific objectives aligned with the Healthy People 2020 leading health indicators and the Pennsylvania Department of Health State Health Improvement Plan. These federal- and state-level resources were utilized to categorize and better align grant-making to address these unmet needs.

Successful applicants were required to participate in a Healthy Franklin County Task Force, continuing collaborative efforts in planning, supporting, and measuring their work. Grantees consistently reported the benefits of task force participation including resource sharing, relationship building, and a new excitement regarding the emerging potential to collaboratively achieve real and lasting impact.

Capacity Building Workshops

The Endowment offered education to help community organizations enhance skills to achieve success. Two Grant-making Workshops (Chambersburg and Waynesboro areas) were provided to support nonprofit organizations in preparing successful applications for Summit Endowment funding. The workshops helped teach hopeful grantees the importance of outcome measurement as they prepared their applications.

Summit Physician Services and Waynesboro Hospital for the Paramedic Collaborative. This grant provides patients who could benefit from periodic monitoring, such as those recently discharged from the hospital, an improved quality of life by conducting checks to decrease potential hospital readmissions. Services provided through this program include home safety checks and reconciliation of medications.

Chambersburg American Hispanic Center for Prepare Your Child for Preschool or Kindergarten at Home. This grant provides a five-week, 10-session bilingual program for low-income Hispanic parents of infants and toddlers that enables them to create activities at home that promote cognitive, social, and emotional development of their children.

Noah’s House Recovery Homes for Recovery and Support Services. Noah’s House offers a home to 15 males in Franklin County that is conducive to long-term recovery through a loving, supportive environment. Noah’s House offers an atmosphere of accountability and support, navigating clients to supporting agencies that address drug or alcohol, mental health, and physical needs. Noah’s House promotes long-term recovery through optimal opportunities that will result in change.

Waynesboro Community and Human Services for the Community Nurse Program. This grant has helped expand home nursing care services to include the Borough of Mont Alto, South Mountain, Blue Ridge Summit, and Quincy Township. The program previously was available only in the Borough of Waynesboro. The Community Nurse Program assists vulnerable individuals who, for varying reasons, may have difficulty traveling to a health-care office by providing long- or short-term nursing services. Services are provided daily, weekly, monthly, or occasionally.

South Central Community Action Programs, Inc. for The Gleaning Project. The goal of this project is to provide the under-resourced population of Franklin County with fresh, locally grown produce to help reduce hunger, improve nutrition, and prevent produce from going to waste. In 2016, approximately 300,000 pounds of fresh, local produce was donated from 80 farms, orchards, and personal gardens. The fresh fruits and vegetables were then distributed for free to more than 23,000 community members in need with assistance from 70 community partners.

Summit Physician Services for the Community Health Worker Project. This grant allows public health workers who have an understanding of and close relationship with the community in which they live to serve as a link or liaison between health or social services entities and the community to facilitate access to services; increase health knowledge and self-sufficiency; improve quality and cultural competence of service delivery; and close health-care gaps. This is accomplished through outreach, community education, informal counseling, social support, and advocacy.

Shippensburg Community Resource Coalition for Hound Packs. This program provides weekend backpacks filled with nutritious food for children and their families who have food insecurity and live in the Shippensburg Area School District. Volunteers from partnerships purchase, pick up, prepare, and deliver the backpacks to Shippensburg schools. Children then pick up their Hound Pack at the end of Friday and return the empty bag Monday. Families are selected by school guidance counselors.

Greencastle-Antrim Endowment Scholarships

Greencastle-Antrim Endowment, a component of the Summit Endowment, awarded a total of $24,000 in scholarships this year to Greencastle-Antrim High School students pursuing careers in health care.

The Endowment awarded seven one-time scholarships to graduating seniors and eight renewal scholarships for students in their second, third, or fourth years of college.
We are proud to report our commitment to patient safety remains at the top of the list. In 2014 our organization embarked on a journey to improve the overall culture of safety in our health system, and we’ve continued to build on that ever since.

Part of that cultural shift has meant not only ensuring staff understand that “stopping the line” to call out potential safety issues would not result in a punitive action, but that those efforts would actually be celebrated. Our Great Catch program was developed to acknowledge team members who caught a safety issue before it reached the patient. The results of this program have meant better care, improved communication, and better processes. Last year, 13 staff members were honored for their contributions to our commitment to safety with Great Catch awards.

Among them, Brett Chamberlain, a registered nurse on Chambersburg Hospital’s Progressive Care Unit, was recognized for his critical thinking skills. He stopped the line for a patient when he realized a medication order was entered in error. His quick thinking helped identify the issue and correct the course of treatment.

This year, we were proud to host the first annual Patient Safety Team Award Ceremony. The Patient Safety Team Award was created to recognize clinical teams who have identified risks to patient safety and developed protocol to improve outcomes. Teams that applied for award consideration were rated on Respect for People focus, steps taken to achieve the goal, benefits achieved, and the measurement or learning from the outcome data.

Four teams were selected as nominees:
- CLABSI Team
- Oncology Medication Scanning Team
- Sepsis Team
- Violent Patient Kaizen Team

The inaugural Patient Safety Team Award was given to the Sepsis Team for excellence in improving patient safety by educating clinical staff on fast treatment protocol of patients suspected to have sepsis. The team’s efforts helped decrease patient deaths from sepsis by 21 percent for both hospitals.

As our Community Services team continues to identify areas for improvement in our community, poor literacy rates in Franklin County continue to be a focus. It’s a trend also observed by Dr. Stephen Flack, Summit Primary Care, who has been on the front lines of caring for families in this community for the past 16 years. He says family medicine isn’t just about caring for children when they are sick, but guiding them and their families towards healthy habits at regular wellness visits. A huge part of a child’s wellness and development can be achieved by encouraging them to read.

“I feel that the care that we provide to our children is some of the most important care that we can ever provide,” Dr. Flack explained. “I have been able to make life-long connections with my patients over the past sixteen years and always encourage ‘doing your best’ and the importance of education.”

He says it is an issue he can’t afford not to take a stance on. “I can certainly testify to the fact that we need to find new ways to stimulate childhood and adult literacy through my work with the various and varied patient populations for which I provide care. The percent of our county population living under 100 percent Federal Poverty Line is 18.17 percent (2014 Healthy Franklin County). Our population also has a 14.7 percent rate of individuals age 25 and older without a high school diploma.”

This year, his Summit Primary Care office opened a new chapter in the fight against poor literacy rates by creating a “Book Nook”. There, all pediatric patients can select an age-appropriate book to take home with them following each wellness visit. Additionally, Dr. Flack’s office has been recognized by the National Reach Out and Read Program as an approved site. This means providers at the office are following and implementing laid-out standards to help promote early literacy and school readiness.

“It’s an amazing feeling to know the community stands behind this effort,” Dr. Flack said. “We know our children are our future, so we must make sure we are incorporating care for not just their physical health, but setting them up with the skills they need to succeed in their education and future careers.”

There are plans in place to extend the literacy program to the other nine Summit Primary Care offices in the upcoming year.

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Another effort implemented this year toward safety came in the form of technology. New to the Chambersburg Hospital environmental services team – state-of-the-art robots to ensure an additional safeguard for cleaning patient rooms.

The Xenex LightStrike Germ-Zapping robots were purchased in May and were incorporated as the final step of the cleaning process followed by environmental services staff.

With the touch of just a few buttons, they extend their “necks” to reveal pulsed UV-C rays that in a matter of minutes kill potentially harmful bacteria invisible to the human eye.

“Our environmental services team already did a very thorough job cleaning patient rooms,” explained Director of Epidemiology and Infection Prevention Dr. Ericka Kalp. “The addition of the Xenex robots to our standard cleaning protocol is just one more safeguard to ensure we protect our patients.”

The robots use pulsed xenon to create UV-C light, which is more intense than sunlight and can disinfect a patient room in just five to 10 minutes. The UV-C light from the robots cannot penetrate through glass, plastic, clothing, or the top layer of skin, yet the intense light emitted has germicidal properties and has been proven to kill germs that cause infections such as MRSA and C. difficile. C. difficile is especially difficult to remove since C. difficile spores can live on surfaces four to six months.
inspiring recovery and remission

A look at the numbers: According to the number of cancer cases reported at Summit Cancer & Hematology Services, breast cancer remains the most prevalent, accounting for 20 percent of all cases, followed by lung cancer at 12.5 percent.

A look beyond the numbers: Our organization does not treat patients; we treat people. A cancer diagnosis is life-changing, but we vow that our patients are never alone in their fights. Our team of experts is with them every step of the way.

We know how important early detection is for virtually all types of cancer. This year, our teams placed an added emphasis on awareness, education, and screening programs for lung cancer. This effort, a true collaboration, will continue into the future as our Community Services team expands their efforts to include giving free radon testing kits, smoking cessation support, and working to promote Summit Health’s Low Dose CT Lung Screening program.

inspiring safer healing

As we have examined processes across our organization in an effort to improve both the safety and experience our patients have, no efforts were spared by our medical oncology department. A lengthy analysis of its processes and protocols helped identify areas in which improvements could be made.

Oncology and hematology patients often receive testing and treatments in the medical oncology office. Many lab specimens are drawn daily, and more than 450 medications are given each week, so correct patient identification, proper specimen labeling, and accurate medication administration are key. Not only is perfect accuracy necessary, staff didn’t want patients, who are typically facing enough challenges already, to have additional wait times or long lines as a result of double or triple checking items.

Using Lean processes and practices, our staff implemented barcode scanning for labeling and medication administration; saving precious time and ensuring accuracy. Now, when patients check in for their appointments, they are given an identification wristband with a barcode. It may seem like a small change, but it’s part of a larger shift. Summit Health is consistently working behind the scenes to perfect the care our patients need. While it may seem like a simple change, these wristbands represent more than added safety and accuracy. They are further proof of the care and thought our staff consistently put into an ongoing effort to offer our patients the very best care.

NUMBER OF CASES BY CANCER SITE
at Summit Cancer & Hematology Services, statistics from fiscal year 2016

bREAST CANCER REMAINS THE MOST PREVALENT IN FRANKLIN COUNTY WITH 150 CASES, FOLLOWED BY LUNG CANCER AT 92 CASES.
A cancer diagnosis can be a frightening experience – for both the patient and his or her family. Laura Umbrell is inspiring hope as one additional source of comfort and support in her role as Oncology Navigator, which was created in 2016.

“As Oncology Navigator, I help steer patients through the path of cancer diagnosis, treatment, and survivorship through education and identifying needs they may have,” explained Umbrell. Umbrell, who previously was the Breast Health Patient Navigator for nine years, said she first meets with patients to provide support when they receive their cancer diagnosis and answer any immediate questions they may have. The need for her role was identified through the Community Health Needs Assessment to improve access to care. Her support is offered as a standard part of cancer care provided to patients.

“From that point on, I’ll be there for them to help coordinate appointments, answer questions, and offer support,” she said. “Patients have my phone and pager numbers so I can always be a resource for them, whenever they need.”

Additionally, Umbrell engages with the community, using educational materials and giving presentations to raise cancer awareness and knowledge about common signs and symptoms of cancer.

Umbrell’s favorite part of her role?

“After patients finish successful treatment and receive a clean bill of health,” she said. “That’s the best part: when I get to see them end their cancer journey, step into survivorship, and start living life to the fullest.”

The Pink Warriors are a support network facilitated by the Cumberland Valley Breast Care Alliance (CVBCA). Summit Health has worked closely with the CVBCA to support women diagnosed with breast cancer and to help spread awareness about the disease.

“We stand together.”

The group of women standing in the shape of a pink awareness ribbon are either fighting breast cancer or are breast cancer survivors. This image was part of a large-scale awareness campaign in October 2016 urging women to get mammograms.
As the patient remains at the top of all our priorities, we must surge ahead with our mission of delivering to our community members hope for a healthier life in all ways, always. This mission is not a simple statement; it is a way of life for us. A large part of fulfilling that mission is identifying what types of medical services our neighbors need to successfully live healthier lives. As we continue to work hard with our community partners to identify those needs, we are so proud to be adding specialty services that are making a huge difference in the quality of our patient’s lives. Traveling out of the area for the care they need is simply unacceptable to us. Our hope is that we will continue to be able to identify what our patients need, and have the abilities to bring those specialists right to their own backyards.

This year we took immense steps forward in that vow, expanding cardiology services and technologies, adding a pediatric endocrinologist, adding podiatry services, and launching a Sports Medicine program with the addition of a fellowship-trained orthopedic surgeon and getting more staff certified in concussion care.

Pediatric Endocrinology
Inspiring hope for thriving children

As we remain committed to bringing our community the high quality care they deserve close to home, our teams have been working to identify which specialty services were needed, but not offered in the Franklin County area.

We are proud to have brought the first pediatric diabetes specialist to the region, Dr. Kanika Shanker. She joined Summit Endocrinology to fulfill a growing need: endocrine and diabetes care for children. She specializes in children from newborn through late teenage years.

Before her arrival, patients younger than 18 had to travel outside of the area for that type of care.

“I want to ensure local children are getting the appropriate, quality care they need and deserve,” Dr. Shanker explained.

*Taking care of the children here is an investment in the future of our community. Children have very unique needs. To be able to meet those needs, support their families, and watch them thrive is a true blessing,* Dr. Shanker said.
they need,” explained Dr. Conner. “We are excited to have do not need to travel out of the area to get the expertise "Our goal is to provide leading care to local athletes, so they need," explained Dr. Conner. “We are excited to have a multi-disciplinary program to offer, where not only are our patients getting the needed orthopedic care, but the necessary physical therapy and strength and conditioning needed to get them back on the field or on the court stronger than ever. We never want to see a young athlete's career cut short due to injury, or lack of expertise to correct that injury." For Dr. Conner, there is a clear need for this type of specialty in our community.

"It's about getting the athlete back into the game safely. It's about getting all ages back to their quality of life. It's about getting the right treatment the first time so they will have the best outcome and not have an ongoing problem, whether it means a chronic injury or a re-injury because it was not treated right the first time," he explained.

Being on the front lines of helping local athletes in this community is his honor.

“There is no other job I would rather have,” Conner said. "Really I see this more as a calling than a job and am very passionate about it. Beyond my family, nothing gives me more joy and satisfaction than to see the injured athlete recovered and back doing the activities he or she loves.”

To address the specific needs of athletes in our community, Summit Health launched a comprehensive Sports Medicine program, with focuses on injury prevention, speed and strength training, orthopedic care, physical and occupational therapy, sports physicals, primary care, and a newly developed Concussion Management program, where students are offered baseline testing at the beginning of a sports season, and then comprehensive care following an injury where concussion is suspected.

The Summit Sports Medicine program was launched with the help of Dr. Brad Conner, a sports-fellowship trained orthopedic surgeon, who joined Summit Orthopedic Group in the fall of 2016, bringing with him to the health system expertise on the specific needs of athletes.

"Our goal is to provide leading care to local athletes, so they do not need to travel out of the area to get the expertise they need," explained Dr. Conner. “We are excited to have

Our interventional cardiology team at Chambersburg Hospital has always exceeded standards, and recently reached another milestone as the first in the region to offer patients with coronary artery disease a new treatment option that literally disappears over time.

Dr. Arshad Safi and Dr. Ayler Tang, Interventional Cardiologists, began offering the Absorb bioresorbable stent, which is the world’s first FDA-approved dissolving heart stent, to suitable patients in November 2016. The Absorb bioresorbable vascular scaffold is a major advance in the treatment of coronary artery disease, which affects 15 million people in the United States and remains a leading cause of death worldwide despite decades of therapeutic advances.

“Often, there is a misconception that rural hospitals cannot offer their patients these types of options, and that’s simply untrue. We continue to offer leading-edge care to our patients, from the convenience of their hometown hospital, which is our greatest honor.”

While stents are traditionally made of metal, Abbott’s Absorb stent is made of a naturally dissolving material, similar to dissolving sutures. Absorb disappears completely in about 3 years, after it has done its job of keeping a clogged artery open and promoting healing of the treated artery segment.

By contrast, metal stents are permanent implants.

To ensure optimal patient selection and implant technique, Chambersburg Hospital’s interventional cardiology team underwent extensive training on the new device.

Expanded Cardiology Services

Inspiring hope for healthy hearts

As our award-winning cardiology services have continued to expand and grow to include Electrophysiology services in 2016, our team made some big changes to better align our patients with the specialists best suited for the care they need.

Summit Interventional Cardiology, for patients needing device management and support was developed, as Summit Cardiology continues to offer exceptional care for management of other types of heart conditions such as Congestive Heart Failure and Arrhythmias.

Inspiring Innovation

Chambersburg Hospital advances cardiology service by offering first-of-its-kind fully dissolving heart stent

Dr. Arshad Safi
As health systems across the country continue to compete for new providers, Summit Health is proud to be continuing its unique scholarship program to recruit and retain doctors that are local to Franklin County. The program typically offers scholarship funding to cover from 60 percent to 85 percent of medical school and living expenses for students who commit to return to work for a Summit Health affiliate following graduation.

The first student to complete the program, Dr. Aaron George, a Chambersburg native, had his medical school education paid for by Summit Health in exchange for his commitment to practice at Summit Primary Care. He said Summit Health lifting the financial burden of education allowed him to focus clearly on his goals, while some of his friends have $300,000 to $400,000 in debt. “It clarified the path, and that allowed me to focus on training...there aren’t very many programs like this in the country, and, in fact, I don’t know of any,” George said. According to Niki Hinckle, vice president of Summit Physician Services, medical school debt might cause some recent graduates to bypass primary-care practices in rural communities in favor of the more lucrative practices in urban centers.

“The beauty of this program is that it allows us to recruit medical students into our facilities and meet their potential co-workers in hopes of encouraging them to return,” added Dr. Mozdy. “Our patients are at the center of every decision we make. We’re excited for this opportunity and will continue to find ways to serve our patients well.” Dr. Mozdy noted that as the program grows, it will include options for medical students to focus on specialty practices as Summit Health becomes a regional academic setting.

As federal and state agencies predict a shortage of more than 20,000 doctors by 2020, we need to ensure that we will be able to provide the residents of Franklin County with access to the health-care providers needed to care for them. There are many factors and challenges that play a part in the shortage, but we are proud of the measures we have taken to combat them. This year we embarked on a new academic collaboration between Summit Health and Penn State College of Medicine in hopes it could help address growing demand for care in Franklin County by providing new training opportunities for Penn State students in health professions. The agreement expands on a partnership that already involves Penn State College of Medicine physician assistant students, who have been doing clinical rotations at Chambersburg Hospital since May 2016. Other planned programs that are part of the agreement include:

- A one-week primary care rotation for first-year medical students to apply basic interview and physical examination skills in clinical practice;
- Elective clinical specialty rotations for third- and fourth-year medical students;
- Year-long learning experiences that allow third-year medical students to participate in patient care while forming long-term relationships with supervising doctors and patients;
- Development of primary care residencies designed to attract doctors to practice in Franklin County and similar underserved locations.

The academic collaboration between Summit Health and Penn State College of Medicine is designed to help improve access to patient-centered, high-quality, cost-effective health-care for local residents by creating an educational environment for training the next generation of health-care providers.

Dr. Frank Mozdy

“The ultimate goal of this program is to make sure we have a steady stream of providers coming into the area to meet the needs of our patients,” explained Dr. Frank Mozdy, chief medical officer of Summit Health. “We want to make sure the health and well-being of our community members aren’t compromised by a lack of providers.”

The inaugural group of physician assistant students finished their clinical rotations at Summit Health in April. Nationally, as well as in Pennsylvania, the number of physicians graduating from medical school isn’t keeping pace with an aging population that is dealing with a growing number of chronic conditions. Workforce studies have shown that doctors tend to enter practice in communities like those in which they train.

“Most primary-care doctors share that they had an overwhelming desire to do primary care, and to care for the whole patient, for most of their life,” Hinckle said. “We aren’t necessarily competing with specialties, but with primary-care opportunities in more urban areas where there are more social and cultural activities.”

Inspiring future generations

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“The beauty of this program is that it allows us to recruit doctors who know the community and the area, and have a desire to return to their hometown,” she explained.
In addition to recruiting new physicians to the area by creating relationships and by offering unique scholarship programs, Summit Health has also expanded access to care over the last year by allowing independent practices to join the larger organization. While, often, moves where smaller, independent offices join larger organizations can carry a negative connotation in the community, Summit Health is working to change that perception by educating community members on what these moves mean.

Often, smaller practices face challenges that can threaten their ability to operate. Without larger organizations to join, these offices may end up closing, leaving patients without providers, further limiting access to quality care. As Summit Health strives to offer neighbors of Franklin County access to care, we are proud to offer these physicians and advanced practice providers venues to continue to see patients.

This year we are proud of the practices that joined Summit Health. These relationships are positive for our community. They mean more physicians, more specialists. More appointments closer to home.

Scotland Podiatry joined Summit Health, becoming Summit Podiatry. With this move, Summit Health for the first time has been able to offer patients podiatric care. "We’re looking forward to helping Summit Health strengthen the services it provides to the local community," said Dr. Peter Holdaway, lead physician at Summit Podiatry.

Also new to Summit Health this fiscal year is an additional primary care practice. Formerly Franklin Family Practice, Dr. William Kramer and Dr. Ernest Charlesworth joined Summit Primary Care – 8th Street in July.

“We wanted to become part of Summit Health because of its reputation for excellence and the priority that is placed on the care of patients,” explained Dr. Charlesworth. “We are excited to continue providing care to our patients and the community as part of Summit Primary Care.”

“We have been honored to be the medical home for so many for 20-plus years and will strive to continue to be the doctors patients rely on for their health needs,” said Dr. Charlesworth.

2016 Mission: Lifeline® Gold Plus Receiving Quality Achievement Award for implementing the highest standard of care for heart attack patients
2016 Get With The Guidelines® – Heart Failure Gold Plus Quality Achievement Award
2016 Get With The Guidelines® – Stroke Gold Plus Quality Achievement Award

2016 HEALTHGRADES AWARDS:
Healthgrades 2017 Distinguished Hospital Award for Clinical Excellence™
One of Healthgrades America’s 100 Best Hospitals for Coronary Intervention™ for 6 Years in a Row (2012-2017)
One of Healthgrades America’s 100 Best Hospitals for Pulmonary Care™ in 2017
Recipient of the Healthgrades Coronary Intervention Excellence Award™ for 7 Years in a Row (2011-2017)
Named Among the Top 5% in the Nation for Coronary Interventional Procedures for 7 Years in a Row (2011-2017)
Five-Star Recipient for Treatment of Heart Attack for 6 Years in a Row (2012-2017)
Five-Star Recipient for Treatment of Heart Failure for 3 Years in a Row (2015-2017)
Five-Star Recipient for Hip Fracture Treatment in 2017

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Scottish Broncos Youth Football raised money during their "Pink Out" game to support the Rhonda Brake Shreiner Women's Center.

We are inspired every day by the generosity of the community we serve. Your charitable gifts touch patients' lives.

Thank you to our donors.
Harold and Doloros Brave celebrate renovations to the Rhonda
Breiner Women’s Center. Rhonda’s sons, Courtney and Aaron
Shriver, cut the ribbon on their mother’s tribute wall.

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LEGACY SOCIETY
Members have indicated a charitable intention to Chambersburg Hospital or Waynesboro Hospital through their estate plans.

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Mr. Dr. John D. Ashby
Ms. Patricia U. Borowicz
Mr. and Mrs. J. Edward Beck, Jr.
Mr. and Mrs. Harold L. Blake
Ms. Joy H. Brown
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Mrs. Lois Jean Gonder
Mr. and Mrs. John R. Hartley
A Physician Giving Wall was installed in 2017 at Chambersburg Hospital.

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Mrs. Heather R. Robinson
Dr. and Mrs. John F. Robinson*
Mrs. Claire M. Fish
Mr. and Mrs. Richard L. Beiler
Mr. and Mrs. David P. Runk
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Physician Giving Spotlight

Seven years ago Dr. Joshua Dunklebarger and his wife, Erica, were looking for a place to put down roots. They were struck by the warmth and friendliness they found in their visit to Chambersburg. “Everyone waved to us as we drove through the different neighborhoods,” Dr. Dunklebarger said with a broad smile.

Dr. Dunklebarger, an ENT physician, was particularly impressed with the health-care system here. Despite being a rural community, he found services to be top-notch and wide-ranging. “I wanted to be a part of that…to be able to bring new techniques and technology here and to grow the specialty with my partners,” said Dunklebarger.

Giving back is very important to Dr. and Mrs. Dunklebarger. “We are wholly committed to this community and health system…absolutely, 100 percent,” said Dr. Dunklebarger. “That means giving back through my expertise as a doctor, being active members of our church and community, and by giving back financially to help those in need.”

This year they are taking their giving even further. Through a pledge to the 1895 Club they are directing part of their charitable giving toward the population he serves most—kids.

Chambersburg Hospital 1895 Club and Waynesboro 1922 Club members commit at least $10,000 over a maximum of 10 years to support programs and services at the hospitals.
2017 Philanthropists of the Year

Dr. David Kent and Susan Taylor have given years of dedicated service caring for patients and making significant charitable gifts to support Chambersburg Hospital. Dr. Kent’s entire life has revolved around Chambersburg Hospital. He was born in the hospital, and his mother also worked here as a nurse. He’s been an active member of the medical staff for his entire professional career of 37 years. Dr. Kent practiced family medicine and was instrumental in starting the Palliative Care Program. He’s served on the Summit Health Board of Directors, and he currently serves on the Chambersburg Hospital Board.

Dr. Kent’s wife, Susan, was also born in Chambersburg Hospital. Although, most of her professional career as a microbiologist was spent at the VA in Martinsburg, West Virginia, her working life also included employment at Chambersburg Hospital. Dr. Kent and Ms. Taylor are 1895 Club members, and Dr. Kent also made a life insurance policy gift. The hospital is the policy owner and beneficiary, but Dr. Kent provides the annual premium via a charitable gift. He has also included a bequest to Chambersburg Hospital in his will. They hope their leadership gifts inspire you to support your hospital with your own generous charitable gifts. Congratulations, Dr. Kent and Ms. Taylor, and thank you for your generous support of the hospital and the patients and families we serve.

Why consider a charitable gift?
Your generosity is our greatest blessing. Your charitable gifts have a direct impact on resources such as life-saving cancer and cardiology services, state-of-the-art technology and equipment, and patient-centered facilities.

Your charitable gifts truly matter. It’s a worthwhile investment for you and your community, not only for today, but for years to come.

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