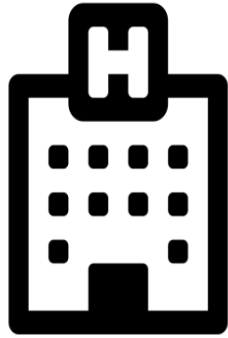


Report to the COMMUNITY

2019

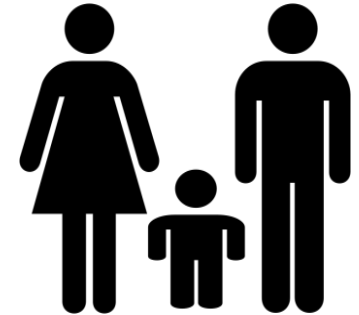
RWJBarnabas Health is the most comprehensive health care delivery system in New Jersey, covering approximately five million diverse residents — more than half of the state's population.

Our system includes...



11 acute care
hospitals

3 acute care
children's hospitals



A leading **pediatric
rehabilitation hospital**

with outpatient centers throughout the state

The state's largest
behavioral health network

including a freestanding, 100-bed behavioral health center



WHO WE ARE

Robert Wood Johnson University Hospital Hamilton



Celebrating 48 years of serving Hamilton's residents



HOW WE SERVE YOU

Acute Care Hospital & Emergency Care Services

**Rutgers Cancer Institute of New Jersey
at RWJUH Hamilton, an NCI-designated
Comprehensive Cancer Center**

Center for Weight Loss

Occupational & Corporate Health

Orthopedic Services

Certified Stroke Center

Neurosurgery

Physical Therapy & Rehab Services





HOW WE SERVE YOU

Employed **medical groups**

- Primary care
- Women's health/GYN
- Surgery (general, vascular, neuro and colorectal)
- 700 physicians on staff

Medically-focused RWJ **Fitness & Wellness Center**



Outpatient Centers

Columbus	Hamilton
Ewing	Lawrenceville
Robbinsville	Pennington (opening soon)



- Primary Care
- Rehab Services (physical, occupational, speech)
- Sleep Care

HOW WE SERVE YOU

Lakeview Child Centers

- Four centers in Mercer County
- Nationally accredited
- Ages six weeks to six years
- Exceptional curriculum



QUALITY

Joint Commission: Hospital Acute Care Accreditation

Certification for Stroke

2007 - present

RWJUH Hamilton was the first hospital primary stroke center in Mercer County to achieve national certification for stroke care.

Certification for Hip and Knee Replacement

2011 - present

RWJUH Hamilton is the only hospital in Mercer County certified in hip and knee replacement orthopedic surgery.

Certification for Spine Surgery

2013 - Present

RWJUH Hamilton is the only hospital in Mercer County to be certified in spine surgery.



QUALITY

Leapfrog
Hospital Safety Grade “A”
2017 – present (earned seven times)



Rutgers Cancer Institute of New Jersey
Comprehensive Cancer Center

Leapfrog
Top Hospital 2018
One of 35 in US



Surgical Review Corporation
Bariatric Center of Excellence

QUALITY

Our HRO Journey

We are on a journey to ensure RWJUH Hamilton is an HRO, providing the *best* patient and family experience and medical care.

What is an HRO?

An HRO is a **H**igh **R**eliability **O**rganization.

Organizations that operate under trying conditions all the time – yet manage to continue to reduce incidents and potential harm to its patients.



1. Don't harm me.
2. Help me.
3. Be nice to me.



I commit to our *Safety Together* behaviors and tools for our patients, families, visitors and each other....

- S** Speak up for safety
(ARCC, Stop the Line)
- A** Accurately communicate
(SBAR, Repeat- and Read-Backs, Number and Letter Clarifications, Structured Handoffs)
- F** Focus on the task
(STAR)
- E** Exercise and accept a questioning attitude
(Validate and Verify, Clarifying Questions)
- T** Thoughtfully interact
(Five Tones, AIDET)
- Y** You and me together
(Cross-check and Coach, 5:1 Feedback)

Safety together.

RWJBarnabas
HEALTH

QUALITY

Excellent Outcomes

O

ventilator associated events since 2011

colon surgical site infections since 2nd quarter 2015

pressure ulcer events since May 2017

unrecognized abdominopelvic accidental
puncture/laceration in 2018 and YTD 2019

hip surgical site infections in 2017, 2018 and
YTD 2019

knee surgical site infections in 2018 and YTD 2019

hysterectomy surgical site infections since February
2018

QUALITY

Excellent Outcomes

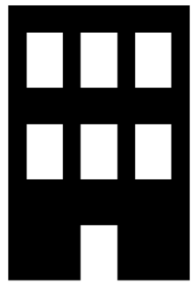
- Performing Better than National Average for Severe Sepsis and Septic Shock Management Bundle
- Performing Better than National Average for CMS' Patient Safety and Adverse Events Composite (includes: perioperative hemorrhage, perioperative PE/DVT, postoperative respiratory failure)
- Performing Better than National Average for Complications Following Hip and Knee Arthroplasty
- Performing Better than National Average for 30-day Hospital Readmission

CONSUMER: ACCESS

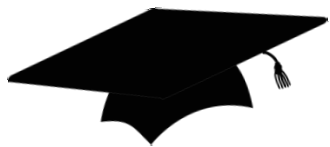
Community Impact



RWJUH Hamilton is the **largest employer** in Hamilton Township.



Our **Occupational & Corporate Health Department** provides services to more than 300 employers, including the State of New Jersey, Mercer County, Hamilton Township and PSE&G.



13 colleges and universities benefit from RWJ Hamilton facilities, staff and patients for training in nursing and health professions.

CONSUMER: PEOPLE

RWJUH Hamilton proudly serves a six-county area

Mercer, Bucks, Burlington, Middlesex, Monmouth and Ocean Counties
(population 650,000)

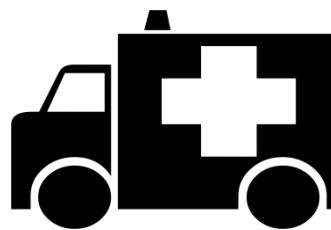
97,373

outpatient, clinic
and treatment
visits



40,003

emergency
department
visits



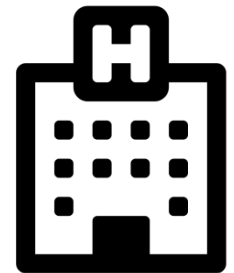
5,545

surgeries



7,200

admissions



33,951

primary care visits

CONSUMER: PEOPLE

Patient and Family Advisory Council



The Patient Family Advisory Council is dedicated to strengthening collaboration between patients, family members and the health care team so to enhance RWJUH Hamilton's ability to deliver the highest standard of safe, comprehensive and compassionate health care.

CONSUMER: GROWTH

2019 Highlights

Established in early 2019, **Healthy Lives Hamilton** is a new, interdisciplinary heart failure intervention program.



This year, we launched our **holistic program for Cancer Center patients and their families**, which brings calm and comfort when they need it most.

CONSUMER: GROWTH

2019 Highlights



The **infusion center** at the **Cancer Center** is in the process of expansion and enhancement. Project completion is anticipated to be in late 2019.

CONSUMER: GROWTH

2019 Highlights



RWJUH Hamilton added a new member to its award-winning staff: **TRU-D UVC disinfection technology**. “Trudy” is a robot (named by our staff) that helps keep patients and staff safe from harmful germs.

CONSUMER: GROWTH

2019 Highlights



NEW in our operating suites:

Surgical robotic platform. This new robot has greater application for colon cancer, urology/prostate, and gynecologic surgery.

High-power laser for urology for the treatment of large kidney stones

Specialized instruments for spine surgery.

CONSUMER: GROWTH

2019 Highlights



NEW at the Balance & Hearing Center:

Vestibular Evoked Myogenic Potential (VEMP) is the best method of clinically diagnosing and monitoring Meniere's disease (vertigo).

Auditory Brainstem Response (ABR) helps to identify hearing loss in those who can't be tested conventionally. It is also used to detect tumors or Multiple Sclerosis.

CONSUMER: GROWTH

Expanded Services

In 2019, we **added physicians** and:

- Began developing a neuroscience program
- **Expanded Gynecologic Oncology**
- Offered several telemedicine consultations for thoracic cancers and psychiatry
- Partnered with Trenton Orthopedic Group/Rothman (surgicenter procedures)

In 2020, the team at RWJUH Hamilton will **expand care and services** in the areas of:

- Geriatrics
- **Primary Care**
- Neurosciences



CONSUMER: GROWTH

2019 Highlights

Our new **Master Plan** is in progress!



FINANCE

RWJUH Hamilton Net Community Benefit

- **Financial Assistance at Cost: \$5,048,115**
- **Medicaid Shortfall: \$6,504,895**
- **Community Health Improvement Services & Community Benefit Operations: \$859,962**
- **Health Professions Education: \$1,507,425**
- **Subsidized Health Services: \$3,016,953**
- **Research: \$1,212, 856**
- **Cash & In-Kind Contributions: \$36,453**
- **Other Benefits: \$6,633,549**
- **Total: \$24,820,208**



FINANCE

RWJUH Hamilton Foundation



- Young Professionals Group
- Stroke Fund
- Cancer Center Holistic Fund
- Cancer Center Patient Assistance Funds
 - Dr. Katherine Lynne Cannon Fund
 - I Believe in Pink Breast Cancer Patient Fund
- Fundraising Events to Support 2020 Initiatives
 - **We vs. C:** The Secret Garden, September 20, 2019
 - **Autumn Affair:** November 8, 2019



Thank you to all who donated!

FINANCIAL

Auxiliary of RWJUH Hamilton

The Auxiliary of RWJUH Hamilton, which celebrates its 50th anniversary in 2020, contributed \$20,000 in 2019 to the Cancer Center through the We vs. C campaign.



FINANCIAL

RWJUH Hamilton Foundation



FINANCE

For a copy of the RWJ Barnabas audited financial statements, which includes RWJUH Hamilton, please visit

rwjbh.org/why-rwjbarnabas-health-/financial-reporting/



How RWJUH Hamilton **Preserves, Promotes & Restores Health** with the help of community partners

Diane Grillo, Vice President
Health Promotion

Introduction

In-Depth Community Health Needs Assessment

RWJUH Community Health Improvement Plan (CHIP) was developed in cooperation with the **Greater Mercer Public Health Partnership (GMPHP)**, a collaboration of hospitals, health departments, the Mercer County Department of Health & Human Services and other not-for-profit organizations to measurably improve the health of residents of the greater Mercer County community.

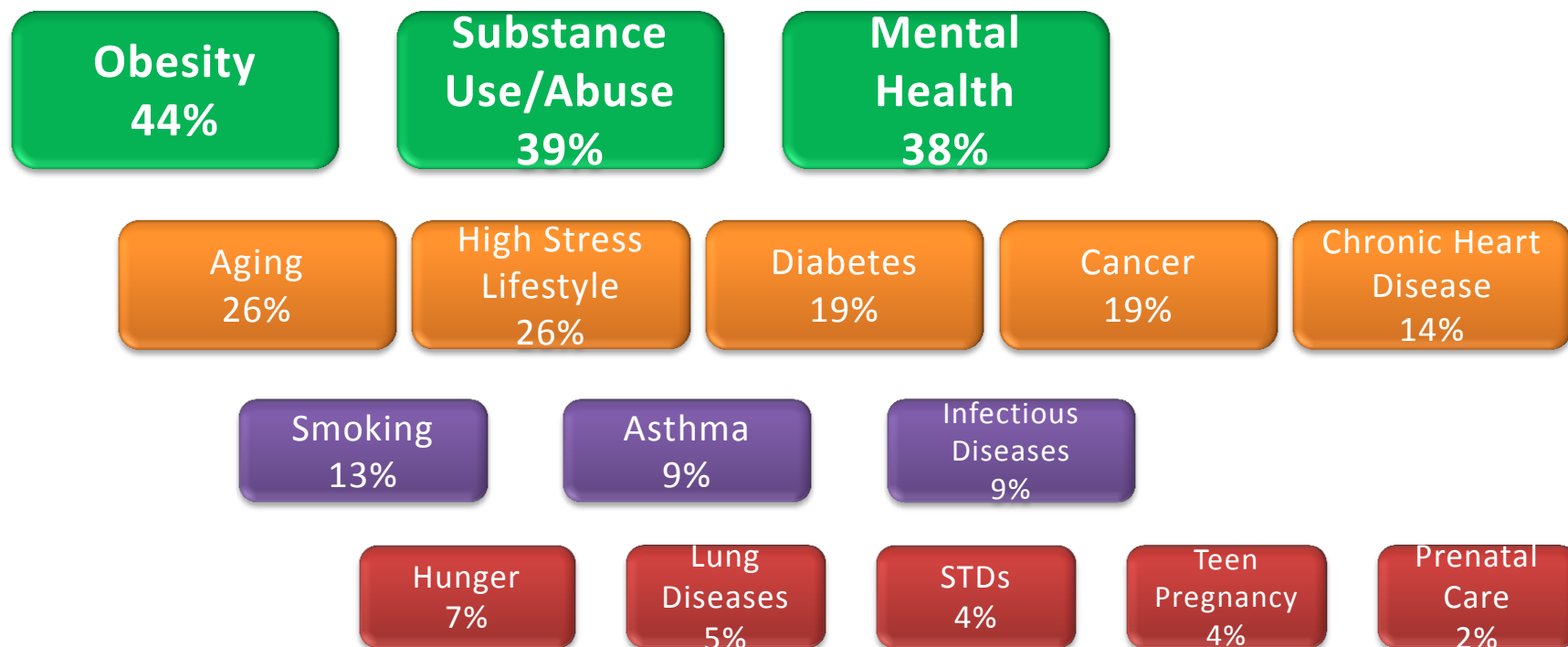
Mercer County's priority health areas to be addressed in a plan include:

- Underserved populations/health equity
- Mental health and substance abuse
- Food security/obesity
- Chronic disease
- Safe transportation/safe recreational spaces
- Maternal and child health



Results of Community Health Needs Assessment (CHNA) 2018-21

Of the major health concerns among residents in the greater mercer county community, obesity is the primary health concern among area residents, followed closely by mental health issues and substance use/abuse.



(N=1701)

Q.3 - In your opinion, what are the TOP 3 HEALTH ISSUES OR CONCERNS in your community?

Priorities

The consensus of GMHP members determined the priority was to assist Mercer County residents achieve a life-long healthy lifestyle and weight.

The goals and strategies focused on the four life phases of community members:

- Maternal/Child Health
- School-Aged Children
- Adults
- Seniors



COMMUNITY HEALTH

Protecting Community Health & Wellness



In coordination with the RWJUH Hamilton Community Education Department, the RWJBarnabas WOW bus has visited area schools and community fairs. Visitors learn about healthy eating and hydroponic gardening!

The RWJBarnabas Health **Wellness on Wheels** is a rolling kitchen, greenhouse, and nutrition classroom - on the road in our community!



COMMUNITY HEALTH

Protecting Community Health & Wellness

- **HomeFront:** As promised, this program was continued from last year and has grown! It now serves more families through additional nutrition classes.
- **Mercer Street Friends:** RWJUH Hamilton staff donates food and backpacks for MSF's Send Hunger Packing Program and volunteered to sort food at the organization's Ewing warehouse. The hospital also financially supports MSF.
- **Special Olympics NJ:** Nutrition classes were provided to over 60 athletes during a summer program.
- **Preschool nutrition:** Over 315 preschool students in settings such as Lakeview Child Centers, Mercer Street Friends' preschool and Better Beginnings took part in nutrition and cooking classes.



COMMUNITY HEALTH

Protecting Community Health & Wellness

- In 2019, the **Community Education Department** has provided programs on medical topics, holistic programs, cooking classes, health screenings, support groups and more.
- Programs have been offered at locations including the RWJ Fitness & Wellness Center, senior centers, libraries, community health fairs, and houses of worship.
- Participants include preschool students through the mature adults; programs are modified for the diverse communities we serve.



COMMUNITY HEALTH



Community Health Improvement Project

This year, 11,039 community members were served through CHIP programs.

CHIP Initiatives	Neighbors Served (September 1, 2018 through August 31, 2019)
Chronic Disease	1,420
Mental & Behavioral Health	681
Healthy Eating & Living (including cholesterol screening)	5,674
Community Interaction	3,264
Total Attendance for CHIP	11,039

*Does not include non-CHIP-related education program attendance.

PROMOTING COMMUNITY HEALTH

Screenings

Over 100 screenings were conducted in 2019, including:

- Blood Pressure
- Cholesterol
- Glucose
- Colorectal Cancer
- Stroke
- Body Fat
- Osteoporosis
- Memory
- Stress
- Hearing
- Balance
- Orthopedics
- COPD
- Lung Disease/Cancer



PROMOTING COMMUNITY HEALTH

Smoking Cessation

Nicotine and Tobacco Recovery Services

Don't do it alone.

The Institute for Prevention and Recovery's nicotine and tobacco recovery services will help:

- Establish a realistic quit date and provide support and guidance throughout each individual's quit experience.
- Provide information and individualized recommendations on the utilization of prescription and non-prescription smoking medication including Zyban; Chantix; and the nicotine patch, gum, lozenge, inhaler and nasal spray.
- Connect individuals with one-on-one or group sessions that accommodate their schedule.
- Identify effective tools to reduce withdrawal symptoms.
- Understand the impact of e-cigarettes, electronic nicotine delivery systems and vaping.
- Offer informational presentations in the community or workplaces about how staff and others can utilize our services.

Nicotine is a powerful, highly-addictive drug.

On average, people try to quit smoking five to seven times before they successfully quit for good.

The Institute for Prevention and Recovery has helped thousands of people to overcome their addiction to nicotine. Our nicotine and tobacco recovery services are staffed with certified professionals who provide treatment under the Public Health Service Guidelines.

Scientific research shows that individuals are four times more likely to quit using tobacco when participating in a structured program as compared to attempting to quit on their own.

Services are provided to individuals of all ages in Essex, Mercer, Middlesex, Monmouth, Ocean and Union counties.

Contact us for a confidential assessment:
732-837-9416; quitcenter@rwjbh.org

Institute for Prevention and Recovery | RWJBarnabas HEALTH

TOBACCO FREE OF A HEALTHY NJ
QUIT CENTER

Funded by New Jersey Department of Health Office of Tobacco Free, Nutrition and Fitness

Tobacco Cessation one-on-one counseling:

- 26 patients served since the program began in August 2019

Tobacco Cessation/Quit Group Support Group:

- 47 attended since September 2018

RWJUH Hamilton participated in the Great American Smoke Out in November 2018

- 26 people attended

Robert Wood Johnson University Hospital | RWJBarnabas HEALTH
Hamilton

LEADING THE INDUSTRY: COMMUNITY HEALTH

Holistic Community Education Programs in 2019

Drumming

Vision Board

Pathwork

Sound Healing

Mindfulness Meditation

Reiki: offered at the Cancer Center and
at the Wellness Center

Bedside Harp

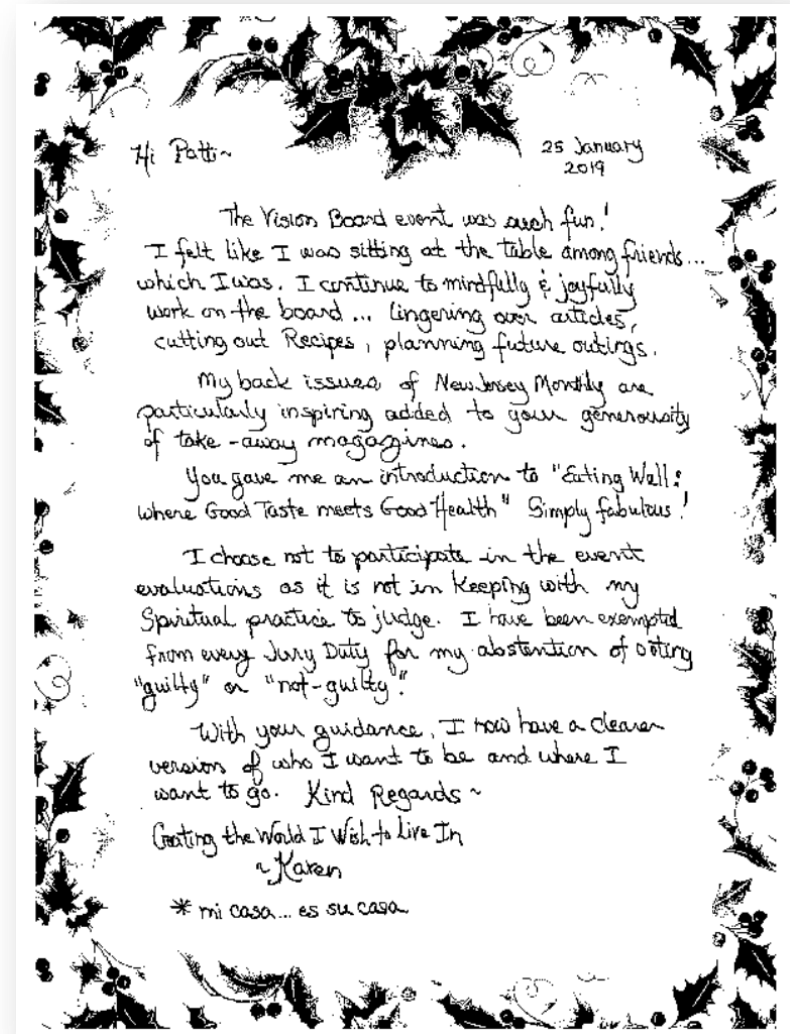
Tools to manage priorities

Essential oils for emotional balance

Self-Love Rising

Staying Motivated to Reach Your Goals

Over 800 participants



COMMUNITY HEALTH

Lives Touched through Community Program Participation
September 2018 – August 2019)

Healthy Eating and Living: 5,674

Chronic Disease: 1,420

Behavioral / Mental Health: 681

Holistic Health: 819

Mini-Med

- Fall 2018: 56
- Spring (Global Health) 79
- Fall 2019: 132

Screenings and Miscellaneous: 4,188

Total: 13,049

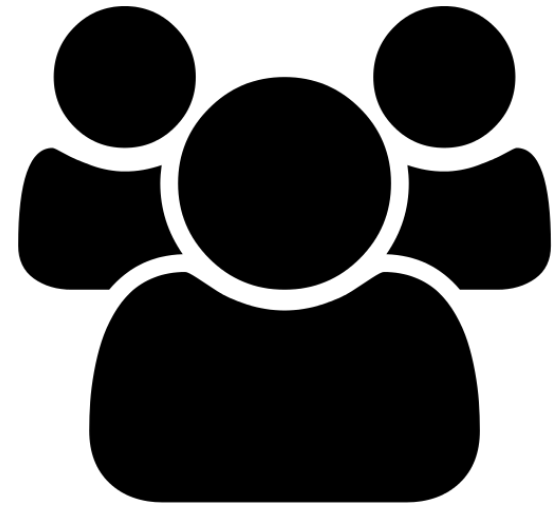


COMMUNITY HEALTH

RWJ Conference Center

In support of our community and of local non-profit organizations and businesses, the RWJUH Hamilton Conference Center donated event space in 2018 for a total donated value of: **\$26,675**

From September 2018 through August 2019, the Conference Center hosted **308 events and over 17,360 attendees for external clients.**



MAKING A SOCIAL IMPACT: COMMUNITY HEALTH

Our **Farm to Family** program launched in Trenton seeks to help families live healthier lives.

- 15 families were selected to participate in the program, which ran from July through October, 2019.
- Every week, participating families received a crop share of fruits and vegetables fresh from Snipes Farm & Education Center in Morrisville, Pa., and information on a healthy eating or wellness topic.
- The program goal is to help families incorporate that information into their daily routines to change their eating habits for the better.
- Over \$1,000 Gift cards donations were provided by employees of RWJUH Hamilton to augment each family's produce shares.





QUESTIONS?

