



Fox Chase Cancer Center COMMUNITY HEALTH NEEDS ASSESSMENT IMPLEMENTATION PLAN

FY24 PROGRESS REPORT

TABLE OF CONTENTS

Fiscal Year 20233 Progress Report Highlights	3
Plan to Enhance Care Access.....	5
Plan to Lower Burden of Chronic Disease.....	11
Plan to Address Racial, Ethnic and Other Disparities.....	16
Plan to Increase Behavioral Health Support	18

FISCAL YEAR 2024 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 (TUHS), Fox Chase Cancer Center (FCCC) 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 2024.

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 FY24:

- To enhance cancer care access:
 - Conducted 82 screening events and provided breast cancer screenings to 987 women via the Mobile Screening Unit.
 - No cost mammograms were provided to 305 uninsured women.
 - 101 patients were provided navigation services (appointment reminders and accompanying to appointments).
 - 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 and Engagement to increase awareness of trials.
 - FCCC continued to work with TUHS to implement 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.

- To lower the burden of chronic disease:
 - Our Office of Community Outreach and Engagement conducted bilingual outreach to 1,662 people through 71 education sessions. Fox Chase was able to participate in an additional 78 outreach events this year and reached a 3,896 people with cancer information. This totaled 5,558 people reached during FY24. 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 in FY24 was 449. There were a total of 832 visits scheduled with the tobacco program. In addition, 62 patients enrolled in the navigation program. The navigation program provided more in-depth tobacco treatment services and referrals to additional resources.

- To address racial, ethnic and other healthcare disparities:
 - TUHS hosted an annual Cultural Competence Symposium and 105 staff members participated.
 - Human resources also has several trainings that are DEI related. In FY24, 113 instances of a DEI course taken were reported, including Introduction to LGBTQ Patients and Inclusive Workforce.
 - In FY24, 5 cancer education brochures were created in English, Spanish and Chinese. Brochures on HPV and breast density were developed and translated into Spanish. A brochure on cancer screening was developed and translated into Spanish and Chinese. Our breast and colorectal cancer brochure was translated into Chinese.

- To increase behavioral health support:
 - In FY24, for the Patient to Patient Network (P2PN) there were 150 volunteer encounters with FCCC patients. There were 97 completed P2PN matches at Fox Chase and 17 completed matches at Temple Hospital. There were also 15 new volunteers trained at Fox Chase.
 - In FY24, there were 4 completed caregiver matches at FCCC and 1 at Temple Hospital.
 - In FY24, there were 251 support group participants and three of them were community members.
 - The Cognitive Behavioral Therapy (CBT) for insomnia health therapy group was launched this year and the Music Wellness Program has increased participation.

**CHNA Progress Report
Plan to Enhance Cancer Care Access**

Plan Title:

Enhance Cancer Care Access

Executive Sponsor(s):

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

Linda Hammell, Director, Community Cancer Screening Program, Office of Community Outreach and Engagement, 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	FY24
Total number of individuals screened and underserved/uninsured screened	<ul style="list-style-type: none"> • 1,640 screened • 327 uninsured 	<ul style="list-style-type: none"> • 1,208 screened • 309 uninsured 	<ul style="list-style-type: none"> • 987 screened • 305 uninsured
Number and type of healthcare navigation services provided.	<p>86</p> <ul style="list-style-type: none"> - Screening reminders - Navigation into screening - Follow-up for diagnostic appointments 	<p>112</p> <ul style="list-style-type: none"> - Screening reminders - Navigation into screening - Follow-up for diagnostic appointments 	<p>101</p> <ul style="list-style-type: none"> - Screening reminders - Navigation into screening - Follow-up for diagnostic appointments
Number of screenings provided in Fox Chase Cancer Prevention Clinic	N/A, clinic launched in FY23	<p>12 patients screened</p> <p>The clinic had a soft launch in FY23</p>	The pilot phase for the prevention clinic revealed the need for additional planning and resources.
Number of activities to increase awareness of research/clinical trials	N/A, program launched in FY23	<p>Three activities began in FY23</p> <ul style="list-style-type: none"> • Expanded clinical trials at TUH • Increased research staff at TUH • Worked with Community Outreach and Engagement 	<p>Four activities occurred in FY24</p> <ul style="list-style-type: none"> • Expanded clinical trials at TUH • Increased research staff at TUH • Worked with Community Outreach and Engagement • Awarded grants to increase trial awareness

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.
 - c. During FY24, FCCC conducted 82 screening events and provided breast cancer screenings to 987 women through the Community Cancer Screening Program. No-cost mammograms were provided to 305 uninsured women (31%). All of these women (987) were screened at community and physician practice sites. Twenty-three of these screening events were held in underserved North Philadelphia and 248 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 and again in FY24.
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.
 - c. In FY24, 101 women received navigation services. Ninety women received navigation services to ensure they were able to attend screenings and follow-up diagnostic appointments at Fox Chase. Eleven women received screening reminders.

3. Number of screenings provided in Fox Chase Cancer Prevention Clinic.
 - a. In FY23, 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.
 - b. The clinic was operating as a pilot project. The pilot phase for the prevention clinic revealed the need for additional planning and resources.
4. Number of activities to increase awareness of research/clinical trials
 - a. In FY23, Fox Chase Cancer Center (FCCC) expanded its clinical trial portfolio at Temple University Hospital (TUH) to increase access to research opportunities. Several new studies had been activated which address survey findings indicating that the community is interested in studies that decrease toxicity and enhance patient support. Work was conducted with Office of Community Outreach and Engagement to increase awareness of trials and to increase the public's knowledge of research.
 - b. In FY24, we continue to work on expanding opportunities for patients at Temple University Hospital in clinical research both at that campus and to facilitate entry of patients from TUH on studies that are only available at the Cottman Avenue campus. We actively work with community groups (who received independent funding associated with our grant from Stand Up to Cancer) to facilitate patient transportation and provide additional community based education. Work was continued with the Office of Community Outreach and Engagement to increase awareness of trials and to increase the public's knowledge of research.
 - c. In FY23, FCCC received a two-year *Stand Up to Cancer* grant to expand the clinical trial infrastructure at TUH. We 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. In FY24, FCCC received a 5- year, \$2.4M grant, sponsored by the *Leukemia and Lymphoma Society*, which builds upon the prior two-year *Stand Up to Cancer* grant to expand the clinical trial infrastructure and awareness of trials in underserved populations throughout the Temple University Health System. We have further expanded faculty at TUH with the recruitment of a palliative care specialist (to begin in Fall 2024) to be assigned part time to TUH. We are recruiting for additional faculty at this time, including an additional palliative and supportive care physician.
 - e. In FY24, the Office of Community Outreach and Engagement conducted a capacity building training to develop a cohort of lay community members on on the importance of research and research participation. This training is focused on underrepresented populations in medical research. Four community ambassadors completed the training.

- f. In FY24, COE also collaborated with two Philadelphia NCI Cancer Centers (Sidney Kimmel Cancer Center and Abramson Cancer Center) to provide research training to lay members of the community. This training is focused on underrepresented populations in medical research. In total 16 people were trained.
- g. We continue to expand our enrollment to trials that offer unique therapeutics and address the needs of our community. Enrollment to trials to treatment studies increased from 356 to 691 from CY 2022 to CY 2023. Twelve treatment trials opened at Temple University hospital (TUH) and 69 people accrued to clinical trials at TUH from January 2023 to June 2024.

Action Plans Implementation Summary:

1. FCCC worked with Temple University Health System (TUHS) to continue a Colorectal Cancer Screening home-based Fecal Immunochemical Test (FIT) program with high-risk populations in North Philadelphia and surrounding areas. FCCC conducted education sessions at Temple University Hospital and the Salvation Army Kroc Center. 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.
2. This year we continued community breast 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 physician and community settings. 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.
3. Continuing to work with our bilingual patient 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 barriers (e.g. language) to ensure that these individuals are able to access follow-up services as needed.

4. In depth analysis of the regional cancer burden and identification of high-risk populations informs our selection of clinical studies to open that most appropriately address this burden.
5. FCCC has been working to extend research participation to the Temple University Hospital (TUH) community. FCCC was awarded a 5- year, \$2.4M grant, sponsored by the *Leukemia and Lymphoma Society*, which builds upon the prior two-year *Stand Up to Cancer* grant to expand the clinical trial infrastructure and awareness of trials in underserved populations throughout the Temple University Health System. We have further expanded faculty at TUH with the recruitment of a palliative care specialist (to begin in Fall 2024) to be assigned part time to TUH. We are recruiting for additional faculty at this time to have further depth in disease sites, as well as an additional palliative and supportive care physician. We continue to expand our enrollment to clinical trials that offer unique therapeutics and address the needs of our community. Enrollment to trials to treatment studies increased from 356 to 691 from CY 2022 to CY 2023.

Conclusion & Next Steps:

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. Additionally, new studies are being launched and work is continuing to extend participation to the TUHS community.

CHNA Progress Report

Plan to Lower Burden of Chronic Disease

Plan Title:

Lower Burden of Chronic Disease

Executive Sponsor(s):

Charnita Zeigler Johnson, PhD, MPH, Associate Director, Office of Community Outreach and Engagement, 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	FY24
Number of cancer educational sessions and attendees.	<ul style="list-style-type: none">• 34 education sessions, 380 people	<ul style="list-style-type: none">• 65 education sessions, 2,412 people	<ul style="list-style-type: none">• 71 education sessions, 1,662 people

Data Element	Baseline-FY22	FY23	FY24
	<ul style="list-style-type: none"> 21 outreach events, reached 1,035 people 	<ul style="list-style-type: none"> 54 outreach events, reached 2,969 people 	<ul style="list-style-type: none"> 78 outreach events, reached 3,896 people
Number and topic of plain language, bilingual outreach materials.	<ul style="list-style-type: none"> 1, Liver cancer 	<ul style="list-style-type: none"> 1, HPV 	<ul style="list-style-type: none"> 6, HPV, breast density, cancer screening, clinical trials FAQ, breast, colorectal cancer
Number of community <i>Tobacco Treatment Program</i> sessions and attendees.	<ul style="list-style-type: none"> One session, one attendee 	<ul style="list-style-type: none"> Two sessions, three attendees 	<ul style="list-style-type: none"> Two sessions, five attendees
Number of patients utilizing in-house tobacco treatment services	<ul style="list-style-type: none"> 420 patients 	<ul style="list-style-type: none"> 401 patients 	<ul style="list-style-type: none"> 409 patients

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.
 - c. In FY24, FCCC conducted bilingual outreach to 1,662 people through 71 sessions and participated in 78 outreach events that reached 3,896 people with cancer information, reaching a total of 5,558 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.
 - c. In FY24, the HPV brochure was finalized and translated into Spanish. In addition a brochure on breast density was developed and translated into Spanish. A brochure on cancer screening was developed and translated into Spanish and Chinese. Our breast and colorectal cancer brochure was translated into Chinese. Lastly, a Clinical Trials FAQ brochure was developed in English. Next fiscal year, it will be translated.
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.
 - c. Two 4-week in-person sessions of this program were implemented in FY24 and five people completed the program. They reported smoking less cigarettes at the end of the program and two participants had quit smoking after the program and remained quit at 3 month follow-up.
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 was 401. There were a total of 784 visits scheduled with the tobacco program. In addition, 23 patients participated in the navigation program. 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.
 - c. In FY24, the number of unique patients receiving tobacco treatment services was 449. There were a total of 832 visits scheduled with the tobacco program. In addition, 62 patients participated in the navigation program.

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 1,662 people through 71 sessions.
2. FCCC developed plain language, multi-lingual educational brochures on Human Papillomavirus (HPV), breast density, and cancer screening. Our breast and colorectal cancer brochures were translated into Chinese. Lastly, a Clinical Trials FAQ brochure was developed in English.
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 78 outreach events and reached 3,896 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 five people completed the program. They reported reduced smoking levels at the end of the program and at 3 months post-program, two participants were still smoke-free.

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, a study that provided navigation services to cancer patients completed enrollment. In FY24, there were 449 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 FY25. We are also planning to participate in health fairs, where we can reach large audiences with cancer information. During FY25, OCO is also planning to translate materials on clinical trials into Spanish and Chinese. Planning is underway to run the Community Tobacco Treatment Program in an in-person format for FY25. We plan to offer the program at least once during FY25. 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.

CHNA Progress Report Plan to Address Racial, Ethnic & Other Healthcare Disparities

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	FY24
Number of language services requests and top languages requested.	<ul style="list-style-type: none"> 7,289 language service requests Top languages requested- Spanish, Russian, Vietnamese, Mandarin, 	<ul style="list-style-type: none"> 8,783 language service requests Top languages requested- Spanish, Russian, Vietnamese, Mandarin, 	<ul style="list-style-type: none"> 11,908 language service requests Top languages requested- Spanish, Russian, Vietnamese, Korean
Number of cultural competence, anti-racism, diversity awareness trainings provided to staff.	N/A started in FY23	1	0
Number of affirming LGBTQ providers at FCCC.	0	5	5 (same providers from FY23)

Metric Progress Summary:

1. Number of language services requests and top languages requested.
 - a. In FY22, there were 7,289 language requests. Top language requests in FY22 were: Spanish – 2,991, Russian – 1,351, Vietnamese – 727, and Mandarin – 606.
 - b. In FY23, there were 8,783 language requests. Top language requests in FY23 were: Spanish – 3,616, Russian – 1,902, Vietnamese – 851, and Mandarin – 769.
 - c. In FY24, there were 11,908 language requests. Top language requests in FY24 were: Spanish – 5,825, Russian – 2,489, Vietnamese – 886, and Korean – 415.
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. In FY24, no trainings were conducted, however articles and meeting announcements were shared.
 - b. TUHS hosts an annual Cultural Competence Symposium and in FY24 it was held at Fox chase and 105 staff members participated. There was also a seminar titled

Cancer Screening and Prevention in the Transgender Community and 20 people participated.

- c. Human resources also has several trainings that are DEI related. In FY24, 113 instances of a DEI course taken by a FCCC employee were reported, including Introduction to LGBTQ Patients and Inclusive Workforce.
3. Number of affirming LGBTQ providers at FCCC.
 - a. There are five at this time. There were no additional providers receiving the designation in FY24. The focus of FY25 will be to find champions at FCCC, and promote training, to increase number of LGBTQ+ Affirming Healthcare Providers.

Action Plans Implementation Summary:

1. 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.
2. This year, the DEI office funded 3 Diversity Scholars. This program was designed to increase diversity in the workforce and engage students in research.
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 focused on establishing its charter and scope of work in 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 to Increase Behavioral Health Support

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:

Data Element	Baseline-FY22	FY23	FY24
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	150 volunteer/patient encounters P2PN matches: 114 P2PN volunteers trained: 15 Caregiver matches: 5 Caregiver volunteers trained: 0
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	251 total participants 3 community members
Number of patients with medical assistance seen in behavioral health services therapy groups and participants in Music Wellness Program open to FCCC community	N/A programs began in FY23	CBT for Pain group: 3 Music wellness program: 12 visits	CBT-Insomnia group: 1 Music Wellness Program: 250 visits

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.
 - e. In FY24, there were 97 completed P2PN matches at Fox Chase and 17 completed matches at Temple Hospital. There were also 15 volunteers trained at Fox Chase.
 - f. In FY24, there were also 4 completed caregiver matches at FCCC and 1 at Temple Hospital.
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.
 - c. In FY24, there were 251 total support group participants and 3 of them were community members.
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 with medical assistance.
 - c. The CBT for Insomnia group served one patient with medical assistance during FY24.
 - d. The Music Wellness Program launched in FY23 and has served 12 participants.
 - e. The Music Wellness Program included 250 visits for FY24.

Action Plans Implementation Summary:

1. Promotion of the P2PN/Caregiver Network will continue at all campuses that are currently open and will occur at each new facility as it opens. In FY 25, REC staff will return to weekly onsite P2PN promotion and recruitment of volunteers at TUH Cancer Center to increase participation. In FY24, we added a dedicated direct phone line for Temple patients to reach P2PN staff to request matches or volunteer. In FY25, we will increase promotion of this dedicated line at Temple to ensure it is being utilized.
2. In the upcoming fiscal year, the Spanish-language training module for P2PN will be developed and recruitment of Spanish speaking volunteers will begin with a focus on Temple campus

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 and insomnia 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.
7. The Psychiatry Team worked with Temple Administration for approval to start accepting patients with Community Behavioral Health coverage in the outpatient setting during FY24.

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.

