



Penn Medicine  
Princeton Health



2022

PROGRESS REPORT TO THE COMMUNITY

# NEW SERVICE OFFERINGS & EXPANSIONS

## Cardiac Care Program Expands

Princeton Medical Center became licensed to perform elective coronary angioplasty, a minimally invasive procedure that opens arteries that are the cause of chest pain or pressure, heart failure, or other issues. It involves inserting a catheter into a clogged artery and using a tiny balloon to clear the blockage and improve blood flow. A stent is usually put in place as well, designed to help prevent the artery from becoming blocked again in the future.



## Center for Spine Care Established

The services offered at the Center for Spine Care include diagnosis and nonsurgical or surgical treatment as well as rehabilitation and wellness programs. The center's approach to back and neck care is highly personalized to a patient's specific needs, following a course of treatment designed to minimize pain while maximizing physical function and quality of life.



## Comprehensive Care for Pancreatic and Hepatobiliary Disease

As part of its program of comprehensive care for patients with pancreatic and hepatobiliary cancer, Penn Medicine Princeton Cancer Center now offers the Whipple procedure, a complex surgery that involves removal of the head of the pancreas, part of the small intestine, part of the bile duct, the gallbladder, and associated lymph nodes.



# 2022 PENN MEDICINE PRINCETON HEALTH

## PROGRESS REPORT TO THE COMMUNITY

### MESSAGE FROM JAMES DEMETRIADES AND TONY J. KUCZINSKI

As we welcome another new year, we wanted to thank you for making Penn Medicine Princeton Health your healthcare provider of choice and pledge to continue building on our commitment to quality care and an exceptional patient experience.

We dedicate ourselves each day to upholding the values of the University of Pennsylvania Health System — communication, compassion, collaboration, excellence, and integrity.

Princeton Health received several independent quality and safety recognitions in 2022. One notable achievement came early in the year, when Princeton Medical Center (PMC) was designated as a Magnet® Recognized Organization, the highest institutional honor for nursing excellence.

In the spring, Princeton House Behavioral Health's telehealth intensive outpatient program was named Program of the Year by the Association for Ambulatory Healthcare, a national organization representing outpatient providers.

During the summer, PMC was recognized by U.S. News & World Report as a Best Regional Hospital in central New Jersey and rated high performing in orthopaedics and seven procedures and conditions: COPD, heart failure, hip fracture, hip replacement, kidney failure, knee replacement, and stroke.

PMC also achieved advanced certifications in perinatal care and joint replacement from The Joint Commission, received straight A's in the Leapfrog Group Hospital Safety Grades, and earned quality awards or accreditations related to stroke care, heart failure, hip fracture, and inpatient rehabilitation.

These results are a tribute to our dedicated, talented staff and physicians and a culture that values the pursuit of excellence.

PMC continued to provide an exceptional patient experience in 2022, according to patient surveys, ranking among the top 10 percent of New Jersey hospitals for the share of patients who would recommend us to friends and family. PMC also rated among the top 10 percent of New Jersey hospitals for patients' perceptions of the quality of communication with their doctors, communication about medicines, the hospital environment, and transitions to home or other facilities.

Finally, 2022 was a year when we expanded our capabilities across central New Jersey. PMC secured a license expansion to enable cardiologists to perform elective coronary angioplasty as a treatment option for patients with certain cardiovascular symptoms. We recruited subspecialists in cutting-edge cancer services and women's health, and Princeton Medicine Physicians added a multispecialty practice in Robbinsville in the fall.

In 2023, Princeton Medicine Physicians will add specialists in Hillsborough, Pennington, Princeton, and Monroe. This is all part of a broader effort to ensure that individuals throughout our region can access high-quality primary and specialty care close to home.

Thank you again for choosing Penn Medicine Princeton Health.



JAMES G. DEMETRIADES  
Chief Executive Officer  
Penn Medicine Princeton Health



ANTHONY J. KUCZINSKI  
Chairman, Board of Trustees  
Penn Medicine Princeton Health



## ADDITIONAL AWARDS AND ACCOLADES

### Gold Seal of Approval for Advanced Total Hip and Total Knee Replacement,

which is awarded by The Joint Commission;



### Accreditation for Inpatient Rehabilitation and Stroke Care from

the Commission on Accreditation of Rehabilitation Facilities (CARF)



### International; Get with the Guidelines — Gold Plus Quality Achievement Awards

from the American Heart Association



(AHA) for congestive heart failure and stroke. Additional AHA recognition including Target: Heart Failure<sup>SM</sup> Honor Roll, Target: Type 2 Diabetes<sup>SM</sup>, Honor Roll, Target: Stroke<sup>SM</sup> Honor Roll Elite, and Target: Type 2 Diabetes<sup>SM</sup> Honor Roll.

### Premier Level Certification for Geriatric Fracture Care from the International Geriatric Fracture Society (IGFS).



Princeton Health was recognized as a **Workplace Wellness Hero** by NJBIZ.

# PRINCETON MEDICINE PHYSICIANS

Penn Medicine Princeton Medicine Physicians, a network of employed primary and specialty physicians, added 30 new providers who offer specialized care and treatment in areas such as cardiology, endocrinology, gastroenterology, pulmonology, rheumatology, thoracic surgery, and urogynecology.

Princeton Medicine Physicians also completed a strategy for geographic growth and plans for expansion, which includes establishing additional practices in Somerset, Middlesex, and Mercer counties.

Princeton Medicine Physicians continues to focus expansion efforts on ensuring that the communities we serve have convenient access to primary and specialty care that meets their current and future healthcare needs. Princeton Medicine Physicians' goal is to provide a continuum of services that includes preventive care, assistance with managing chronic conditions, and access to the latest surgical and non-surgical treatment options for a wide array of conditions.

In September, Princeton Medicine Physicians opened a multispecialty practice in Robbinsville. In 2023, Princeton Medicine Physicians plans to open similar practices in Hillsborough and Pennington, a women's health practice in Monroe, and to expand services in downtown Princeton.



*Penn Medicine Princeton Health CEO James Demetriades (pictured, center) and the team from Penn Medicine Princeton Medicine Physicians Downtown Robbinsville celebrate the opening of the new practice in Robbinsville.*

## EXPERT MEDICAL STAFF EXPANDS

Princeton Health physicians, nurses, and support staff provide exceptional, compassionate care to our patients every day.



Added 102 providers in 2022



From 1,374 to 1,476



1,185 Clinicians



291 Allied Health professionals

## NURSING UPDATE

### Advancing the Professional Practice of Nurses

With the goal of advancing the professional practice of nursing, Princeton Health launched the Institute for Nursing Excellence to foster highly skilled and empowered nurses who will help lead the way in delivering high-quality clinical care and enhanced bedside care through nurse-led quality initiatives and research. In addition, nurses at Princeton Health partnered with healthcare organizations abroad to foster shared learning and collaboration.



CLICK THE QR CODE TO VIEW THE MOST RECENT NURSING ANNUAL REPORT



# DIVERSITY, EQUITY, AND INCLUSION

Princeton Health continues to support Diversity, Equity, and Inclusion within the hospital and through community outreach. Princeton Health signed the American Hospital Association's #123forEquity pledge, hosted a leadership panel for women, and was again recognized by the Human Rights Campaign as an LGBTQ+ Health Equality Top Performer. Employees supported community volunteerism and donated more than 3,000 pounds of pantry items.

*Princeton Health has been honored by the Human Rights Campaign (HRC) Foundation, the educational arm of the nation's largest lesbian, gay, bisexual, transgender and queer (LGBTQ+) civil rights organization, for its dedication and commitment to LGBTQ+ inclusion.*



## CAMPUS UPDATE

Improvements and upgrades completed this year include:

- **Cardiac Catheterization Lab & Interventional Radiology (IR) Suite Upgrades:** Vascular procedure rooms were enhanced to perform both elective and emergency coronary angioplasty procedures. Similar changes took place in the IR suite to upgrade it with hemodynamic monitoring, so it is cath lab-procedure capable.
- **Flagpole Dedication:** A new flagpole that displays the American flag and emblems from each branch of the U.S. military was unveiled in November. The landscaped area around the flagpole is dedicated to employees and staff who are Veterans and those who currently serve in our nation's military.

## REDUCING OUR ENVIRONMENTAL IMPACT

Princeton Health expanded its commitment to environmental sustainability this year and to the recycling/reuse process. Efforts include recycling and safe reuse of previously single-use devices such as pulse oximeters and compression garments, and even chemicals that, with the help of new technology, can be effectively and efficiently reused in the lab. Princeton Health is also utilizing Stabilized Aqueous Ozone (SAO) or oxygenated water to replace cleaning chemicals to clean, sanitize, and deodorize in a manner that is safe and better for the health of our patients, staff and the environment.



# COMMUNITY HEALTH & VOLUNTEERISM

## Health and Wellness Programming

Community Wellness successfully continued both in-person and virtual programming through 2022 and will continue its commitment to providing dynamic, relevant programs for the community through 2023, and beyond.



Matthew Perry, author of *Friends, Lovers, and the Big Terrible Thing*, engaged in a heartfelt discussion about the issue of addiction and his book with Elizabeth Vargas, Emmy Award-winning journalist and bestselling author, before an audience of more than 1,200 at the Hyatt Regency Princeton in November.



More than **1,700** community programs



Reached more than **45,000** area residents



Over **500** virtual programs



Provided over **450** CPR and first aid classes which included keeping Princeton Medical Center health professionals up to date with their certifications.



Over **100** aspiring EMTs completed their observation hours in the Center for Emergency Care.



Over **400** EMTs attended continuing education classes on topics such as Caring for Patients with Hearing Loss; Mental Health First Aid; Providing Compassionate Care to Diverse Populations; and Staying Street Smart: Updates in an Ever-changing Landscape.



Provided over **20** COVID-19 vaccine clinics throughout the community.



Administered more than **3,000** COVID-19 vaccines.

## Volunteer Services



**Total Volunteers: 571**  
**Total Hours Volunteered: 43,840**  
**Guest Relations:** Total Volunteers **22**  
 Total Hours Contributed **3,605**



**Pre Health Professional Program**  
 Total Volunteers **17**  
 Total Hours Served **2,843**



**VolunTeen Program Summer/Fall**  
 Total Teen Volunteers **105**  
 Total Hours Served **3,877**



**Pet Therapy**  
 Total Visiting Hours **48**

*The Pet Therapy program resumed in May 2022 after some COVID-19 restrictions were eased.*

## PATIENT AND FAMILY ADVISORY COUNCIL

Members of the Princeton Health Patient and Family Advisory Council contributed to a variety of important projects by sharing feedback from their perspective. These include designs related to the delivery of cancer care, Magnet® re-certification, discharge planning, medication management, nursing education, and patient access to test results and medical records.



# PRINCETON HOUSE BEHAVIORAL HEALTH

Throughout 2022, Princeton House Behavioral Health maintained a focus on providing high quality, compassionate care with patient safety and satisfaction at the forefront.

At Princeton House, quality is truly at the heart of our service. It is what means the most to our patients and their families, attracts excellent employees to work here, and differentiates us from other providers.

From our virtual and in-person outpatient programs to our inpatient programs for mental health, eating disorders, and addictions, Princeton House's comprehensive range of general and specialty programs truly sets us apart.

## **Marguerite Pedley, PhD**

*Senior Vice President for Behavioral Health*



## **Princeton House Inpatient Care**

Throughout 2022, Princeton House's Inpatient service maintained the safety of patients and staff through ongoing COVID-19 protocols that included testing, retesting, and social distancing. Our workforce is growing, enabling our inpatient site to service more individuals in need of treatment.

Princeton House Inpatient measures many quality and safety metrics, and performed extremely well on all of them throughout 2022. Patients were engaged in treatment, stayed safe while in our care, and continued to do well in the community after discharge.



## **Princeton House Outpatient Care**

The Association for Ambulatory Behavioral Health named Princeton House's Intensive Outpatient Telehealth Program (IOP) as the 2021 National Program of the Year, citing the quality of services provided to more than 4,000 patients that year. Retrospective research with more than 10,000 patients found no significant differences between telehealth and in-person treatment in terms of clinical outcomes, patient safety, and patient satisfaction, demonstrating the ongoing efficacy of telehealth innovation.

As the pandemic receded and social distancing requirements eased, we were able to return to in-person treatment in three of our five outpatient sites. The remaining two sites will resume in-person care in early 2023. Referrals to in-person programs are strong, indicating that patients and their referring therapists and physicians also embrace resuming face-to-face behavioral health treatment. Child and adolescent patients (ages six to 17) have been especially responsive to the return of in-person programming.



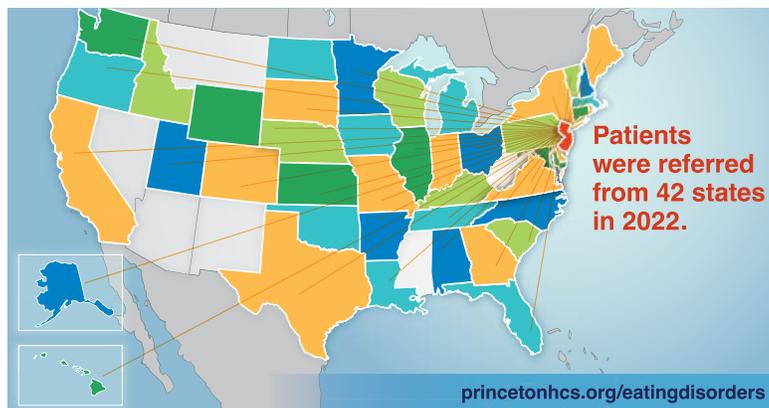
# PRINCETON HOUSE BEHAVIORAL HEALTH

## Princeton Center for Eating Disorders

As with many health conditions, eating disorders were exacerbated during the pandemic, and Princeton Center for Eating Disorders, a 22-bed inpatient unit at Princeton Medical Center for people of all genders, age eight+, operated at capacity for most of 2022, drawing referrals from 42 states.

In addition to caring for extremely ill patients, the clinical professionals from Princeton Center for Eating Disorders created awareness of important research and other work that can positively impact the field of eating disorders treatment as a whole.

22-bed inpatient unit for people of all genders, age eight+



## Behavioral Health Emergency Department

Located within the Emergency Department at Princeton Medical Center, the Behavioral Health Emergency Department (BHED) provides a discrete location and service for children and adults experiencing behavioral health crises. In 2022 there were more than 2,800 patient visits to the BHED. During the year, the unit was successful in reducing the average time needed to assess and refer an individual to the next level of care.

Hospitals across the country are reporting that children and teens are in a mental health crisis and visiting emergency departments in record numbers. At Princeton Medical Center, we treated more than 450 children in the Behavioral Health section of our Emergency Department this year. Princeton House's outpatient service treats children as young as six, but our inpatient service is licensed to care for adults only, so when a child or teen is

experiencing a crisis requiring inpatient treatment, our team provides support for them until they are transferred elsewhere.

Some mental health professionals have said that the children who are being treated in the BHED are in crisis at a level that they have not previously seen in the unit.

As Princeton House looks forward to 2023, the organization remains committed to providing the best possible emergency service to those in need of acute behavioral health assessment and care.

2,800 patient visits to the BHED



# PRINCETON MEDICAL CENTER FOUNDATION

On behalf of the staff and Board of Directors of the Princeton Medical Center Foundation, I want to extend our deepest appreciation to our community for their continued commitment to our shared mission. From support for our nurses and staff and community outreach to innovation and technology, our donors continue to stand by our side in ensuring that we remain a world-class leader in healthcare.



We are particularly grateful for the outpouring of interest in the health and well-being of our employee workforce. While we continue to move further away from the height of the pandemic, we recognize that managing employee wellness, mitigating burnout and stress, and addressing social determinants of health that impact employee health have become more important than ever. We have been heartened and encouraged by our generous donors and community partners who also recognize the importance of these priorities. Together, we have begun to build innovative and thoughtful programs and offer opportunities for personal and professional growth for all levels of employees. Penn Medicine Princeton Health recognizes the importance of supporting our employees as a whole person by offering access to financial literacy materials, nutrition education, meditation classes, and more.

Philanthropy continues to play a vital role in our continued focus to be a regional destination for comprehensive multidisciplinary care. Armed with a dedicated and talented workforce, along with the support from our donors, Princeton Health is a lasting investment in the community — for today, and for generations to come.

## **W. Thomas Gutowski, MD**

*Chairman*

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## Clinical Pastoral Educational (CPE) Program

Our Religious Ministries campaign has secured nearly \$250,000 in support of our Clinical Pastoral Educational Residency Program. These funds help support four full-time Chaplain Residents who are in the ordination process and have completed a Master of Divinity degree and a CPE Internship. Residents provide spiritual and emotional support to the patients, family, and staff of Princeton Health. They serve people of all faith traditions and those who do not claim a faith tradition.



## Bequest Intentions and Planned Giving

Princeton Medical Center Foundation has received leadership bequest intentions totaling over \$650,000 during 2022 plus one realized bequest granted in the amount of \$1.1M allocated towards an endowment for the Penn Medicine Princeton Cancer Center. We are grateful that these generous visionaries chose to support our mission in their estate plans.

After launching our FreeWill partnership in June, 11 Princeton Health employees and community members joined our 1919 Society through their estate plans.

## Golf Outing Fundraiser

The 26th Annual PMPH Golf Outing raised more than \$388,000. Proceeds benefited the expansion of Princeton Health's cardiac services. Top sponsors included Compass One Healthcare-Crothall/Morrison and the Medical Staff of Penn Medicine Princeton Health. Save-the-Date for our June 6, 2023 outing to be held at Metedeconk National Golf Club located in Jackson, New Jersey.



## Support from Corporations, Foundations, and Local Businesses

The Robert Wood Johnson Foundation has provided a grant of \$80,000 to Princeton Medical Center Foundation in support of Project Thrive. This new program aims to identify key social determinants of health that pose a risk to our workforce and provides the tools and resources necessary to eliminate barriers to stability. Additionally, Janssen (pharmaceutical) made a gift of \$40,000. These funds will help us offer peer-to-peer mental health and wellness support and mental health first aid training; all with the goal of providing our employees the tools and resources to identify stress in co-workers and ways to cope/manage it. We thank these corporations for working with us to ensure that our employees thrive and live a quality of life that supports them in reaching their full potential.

Several local businesses partnered with us to raise awareness for Breast Cancer Awareness during Pink October. Each of the businesses listed donated a portion of their proceeds to breast cancer services at Princeton Health and we are thankful for their efforts: Arlee's Raw Blends, Delizioso Bakery + Kitchen, Hamilton Jewelers, K.K. Sweets, and La Mezzaluna.

## Gutowski Endowment

To recognize the retirement of revered orthopedic surgeon, W. Thomas Gutowski, MD, the Foundation has established the Dr. W. Thomas Gutowski Endowed Directorship to help ensure that Princeton Health continues to recruit world-class orthopedic talent for generations to come. We are thankful for Princeton Orthopaedic Associates who made a leadership commitment of \$100,000 gift to match community and donor gifts.

## Community Health Navigator

With support from philanthropy, Princeton Health has hired its first Community Health Navigator. Catherine Eldridge, MSS, LSW, is a licensed social worker with extensive experience in outpatient supportive referral. Her mission is to connect our most vulnerable patients to medical providers and community resources to help address obstacles to a successful recovery upon discharge from Princeton Medical Center. Basic needs are very important but can be difficult to navigate. Catherine is playing a critical role in bridging gaps in transportation, medication assistance, food insecurity, affordable housing, social support, and more.

## Princeton Health Innovations

Princeton Health Innovations, an annual internal grant program funded by philanthropy, awarded approximately \$50,000 to new or ongoing programs and services that improve patient outcomes, support staff members, or advance organizational goals. We are proud to support initiatives in a wide range of areas, including:

- **Pharmacy Department:** *Naloxone Rescue Kits*
- **Acute Rehabilitation:** *Virtual Rehabilitation System*
- **Department of Sustainability:** *Expanding Recycling/Reprocessing*
- **Cardiac and Pulmonary Rehabilitation:** *Patient Education Project*
- **Human Resources:** *Employee Wellness*
- **Department of Nursing Education:** *Video Production Lab for Staff and Patient Education*
- **Princeton House Behavioral Health:** *Wellness Wardrobe*

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THE SUCCESS OF PENN MEDICINE PRINCETON HEALTH IS MADE POSSIBLE BY THE CONTRIBUTIONS OF MANY DEDICATED INDIVIDUALS:

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