



# Progress Report to the Community 2016



Princeton  
HealthCare System

Redefining Care

# Message from our CEO and Chairman of the Board

2016 was an extraordinary year for the quality and scope of care at Princeton HealthCare System (PHCS).

The quality of care at University Medical Center of Princeton (UMCP), Princeton House Behavioral Health and Princeton HomeCare continued to earn high praise from multiple sources: The Joint Commission and other entities dedicated to promoting quality; *U.S. News & World Report*; Horizon Blue Cross Blue Shield of New Jersey; and Press Ganey, a survey research firm that analyzes patient satisfaction for healthcare organizations across the country.

Our accountable care organization, Princeton HealthCare Partners, LLC, participated in an historic initiative designed to promote quality of care while reducing the cost.

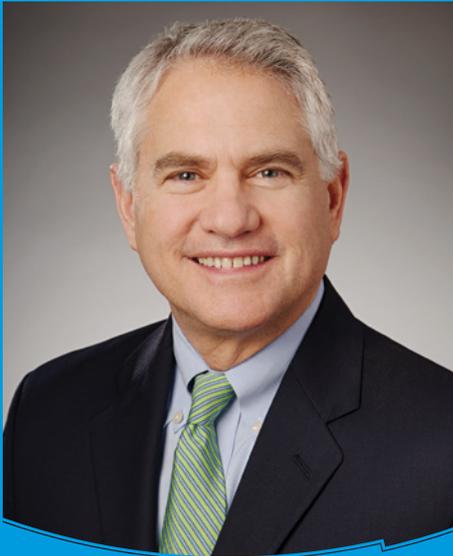
The scope of care expanded when a surgical team at UMCP performed a landmark robotic procedure, and we opened a Neonatal Intensive Care Unit (NICU), staffed by neonatologists from Children's Hospital of Philadelphia, for newborns who need specialized care. (See p. 5)

Toward the end of 2016, decisions were made that will have a lasting, positive impact on PHCS and the patients and communities we serve. PHCS, Penn Medicine and the University of Pennsylvania Health System signed an affiliation agreement stating that PHCS will become part of the Penn Medicine System. When the partnership is finalized, our patients will enjoy an added benefit of better access to the latest medical breakthroughs, clinical trials, cutting-edge technologies and specialized clinical expertise – either here or elsewhere in the Penn system.

For PHCS, this was one of the most important decisions in our almost 100-year history, and it was made after a thorough and thoughtful process that PHCS began three years ago. The process was headed up by the Board of Trustees, a third of whom are physicians. The Board Strategic Planning Committee conducted a comprehensive analysis of how healthcare is likely to be delivered in the future and shared all its findings with the Board.

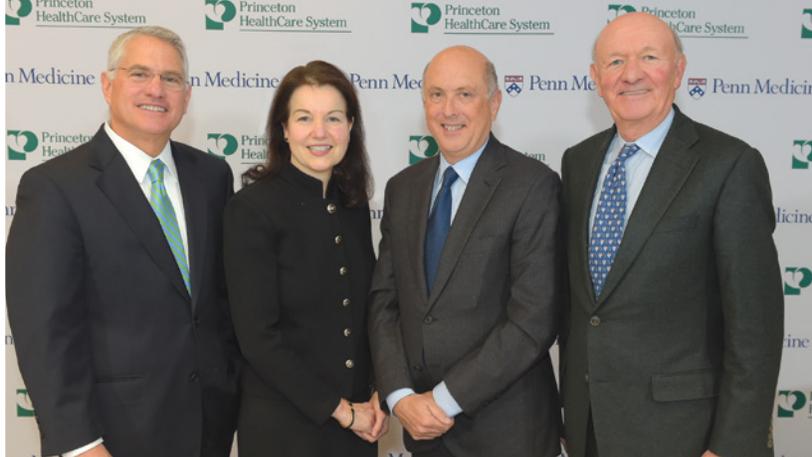
The Board unanimously concluded that becoming part of another strong system was the best way to ensure that PHCS and its affiliates could build on our strength and continue to fulfill our mission to our community. PHCS evaluated 17 strong potential partners before choosing Penn Medicine, which emerged as the preferred partner based on its record of quality and innovation and its commitment to patients and the community.

State and federal authorities must approve the affiliation agreement before it becomes final, and we are working to obtain those approvals. As the new year begins, we are working closely with Penn to plan our shared future and looking forward to a 2017 that we believe will be extraordinary for PHCS.



**Barry S. Rabner**  
President and CEO

**Kim J. Pimley**  
Chairman of the Board of Trustees



**Left Photo:** Pictured from left: Patrick J. Brennan, MD, Senior Vice President and Chief Medical Officer, University of Pennsylvania Health System; Donald F. Denny Jr., MD, Senior Vice President for Medical Affairs, PHCS; the Hon. Deborah T. Poritz, Vice Chairman and Secretary, PHCS Board of Trustees; Garry Scheib, Chief Operating Officer, University of Pennsylvania Health System; Kim J. Pimley, Chairman of the PHCS Board of Trustees; Barry S. Rabner, PHCS President and CEO; Ralph W. Muller, CEO of the University of Pennsylvania Health System; Thomas Beeman, PhD, Chief Operating Officer, Regional Operations, University of Pennsylvania Health System; Andrew Heyer, Chair of the Penn Medicine Board of Trustees; Beth Johnston, Executive Director of the Clinical Practices of the University of Pennsylvania; and Philip Okala, Senior Vice President, Business Development, University of Pennsylvania Health System.

**Right Photo:** Pictured from left are Barry S. Rabner, PHCS President and CEO, Kim J. Pimley, Chairman of the PHCS Board of Trustees, Andrew Heyer, Chair of the Penn Medicine Board of Trustees, and Ralph W. Muller, CEO of the University of Pennsylvania Health System.

## Our Journey: Becoming Part of Penn Medicine

Princeton HealthCare System (PHCS), Penn Medicine and the University of Pennsylvania Health System signed an affiliation agreement stating that PHCS will become part of the Penn Medicine System. The agreement is contingent upon final approval by state and federal authorities.

Meanwhile, PHCS and Penn Medicine are collaborating on a strategic plan on how we can best continue to serve patients and the community.

Both organizations are clinically and financially strong, and we expect to grow even stronger when the partnership is finalized. Our employees and physicians will benefit from sharing knowledge and capabilities with the Penn Medicine system. Our patients will gain easier access to the latest medical breakthroughs, clinical trials, cutting-edge technologies and specialized clinical expertise here and elsewhere in the Penn Medicine system.

### Process

Three years ago, PHCS began the planning process, which was headed up by the Board of Trustees, a third of whom are physicians. The Board Strategic Planning Committee conducted a thorough analysis of how healthcare is likely to be delivered in the future and shared all its findings with the Board. It became clear that becoming part of another strong system was the best way to ensure that PHCS and its affiliates could build on our strength and continue to fulfill our mission to the community we have served since 1919.

During our search for a partner, PHCS was guided by these principles:

- Ensure that the healthcare needs of the communities we serve are met through accessible, high quality, coordinated care and service that is reasonably priced
- Be a preferred healthcare provider in the communities we serve, based on our clinical outcomes and patient satisfaction, both of which make PHCS important to patients, employers, physicians and payers
- Operate a future-focused, responsive, innovative, data-driven and patient health-focused organization
- Partner with physicians in a manner that assures alignment in service to our patients

The Board of Trustees evaluated 17 outstanding potential partners. Ultimately, Penn Medicine was chosen as the preferred partner due to its history of clinical excellence, innovation, commitment to patients, community, physicians and employees and its financial strength. Once Penn Medicine was identified, both PHCS and Penn Medicine undertook a comprehensive due diligence process so that we could both be confident that each party was capable of fulfilling the commitments we each made in the affiliation agreement.

For information about the potential partnership and updates on our progress, visit [www.princetonhcs.org/strategicplan](http://www.princetonhcs.org/strategicplan).



# Princeton HealthCare System

- The PHCS Medical Staff welcomed 158 new practitioners in 2016 and now has 1,254 members. In addition, 40 allied professionals joined the staff.
- Princeton Health International (PHI) continued to assist with employee training for healthcare organizations across the globe and arrange executive physicals, medical second opinions and treatment for international patients visiting UMCP. This year, the hospital hosted patients from China and Mexico, and educated healthcare executives from Denmark and Australia.
- Princeton Medicine, PHCS' primary and specialty physicians network, began offering free online scheduling in 2016. The service also includes email and text reminders to patients about upcoming appointments.

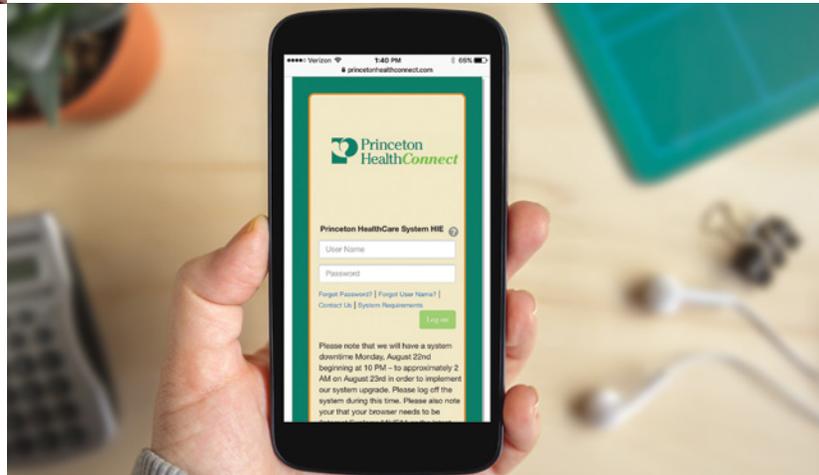


## Patient Experience

To help improve the patient experience, more than 2,600 PHCS employees completed Culture of Excellence Always training, which is designed to empower all staff members to deliver excellent customer service every time. The four-hour training addresses priorities identified by patients and family members: Know Your Customers; Communication; Dealing with Difficult Situations; and Service Recovery. In 2016, PHCS enjoyed its best year ever for overall patient satisfaction, with significant improvement in both outpatient and inpatient services. At UMCP, more than three-quarters of patients who were surveyed after a stay at the hospital gave it a rating of 9 or 10 out of a possible 10.

## Princeton HealthConnect®

PHCS recently redesigned its patient portal, Princeton HealthConnect®. This free, one-stop portal provides a secure and convenient way for patients to access and manage their healthcare information. The upgraded portal improves both the patient and clinician experience in accessing medical records. New features include an expanded selection of medical records (operative reports, discharge summaries, records for consults and physicals), a mobile-friendly interface and self-service password reset capability. To access the newly redesigned portal, visit [princetonhealthconnect.com](http://princetonhealthconnect.com).



## HomeCare and Hospice

Princeton HomeCare provides comprehensive in-home nursing and rehabilitation, hospice care and support services to patients in Mercer, Somerset, Middlesex and Hunterdon Counties. In 2016, staff made 43,381 visits to patient homes for in-home nursing and physical therapy. In-home physical therapy visits increased 12 percent from the previous year.

HomeCare's patient outcomes in 2016 ranked at the 99th percentile in the U.S. in several areas, such as conducting fall risk assessments, preventing pressure ulcers, managing pain and promptly addressing heart failure symptoms.

The Hospice Program launched the No One Dies Alone program at Merwick Care & Rehabilitation Center in early 2016. Through this program, 17 specially trained volunteers are dedicated to providing caring, bedside companionship to patients who are in the final stages of life when family members and other loved ones cannot be there. This program is set to expand to other facilities in the community in 2017.

# University Medical Center of Princeton (UMCP)



Janet L. Ready  
President, UMCP  
Senior Vice President, PHCS

In 2016, UMCP added and expanded services in several areas, continued to earn independent quality recognitions and maintained our place among New Jersey's highest-ranking hospitals for inpatient satisfaction. We look forward to an even brighter 2017.

## Best Regional Hospital

UMCP was recognized as a Best Regional Hospital and rated high performing in five procedures and conditions in the 2016-17 Best Hospitals rankings published by *U.S. News & World Report*. In addition to being named among the best hospitals in central New Jersey, UMCP was ranked as number 18 among all hospitals in the entire New York metropolitan region. UMCP was rated high performing in chronic obstructive pulmonary disease (COPD), colon cancer surgery, heart failure, hip replacement and knee replacement.

## Hospital Recognition Program

For the sixth consecutive year, UMCP earned an award through the Horizon Blue Cross Blue Shield of NJ (BCBSNJ) Hospital Recognition Program for outstanding performance on The Leapfrog Survey. This survey evaluates 19 standards related to safety, quality and efficiency. Horizon uses the survey results to calculate a value score for each hospital. UMCP's value score in 2016 ranked in the top 10 percent nationally, according to Horizon.

## Women's Choice Award®

UMCP earned the 2016 Women's Choice Award® as one of America's Best Breast Centers, one of America's Best Hospitals for Cancer Care and one of America's Best Hospitals for Obstetrics, recognitions that are based on clinical outcomes, quality of care and patient satisfaction.

## Quality Respiratory Care

UMCP is one of only 17 New Jersey hospitals to earn Quality Respiratory Care Recognition, which is presented by the American Association for Respiratory Care (AARC) to hospitals that meet advanced standards for quality and efficiency. The Respiratory Department at UMCP employs 28 respiratory therapists who are certified in various disciplines including neonatal/pediatric, critical care, pulmonary function, asthma education, cardiac catheterization lab and emergency care.



KNEE REPLACEMENT



HIP REPLACEMENT



HEART FAILURE



COPD



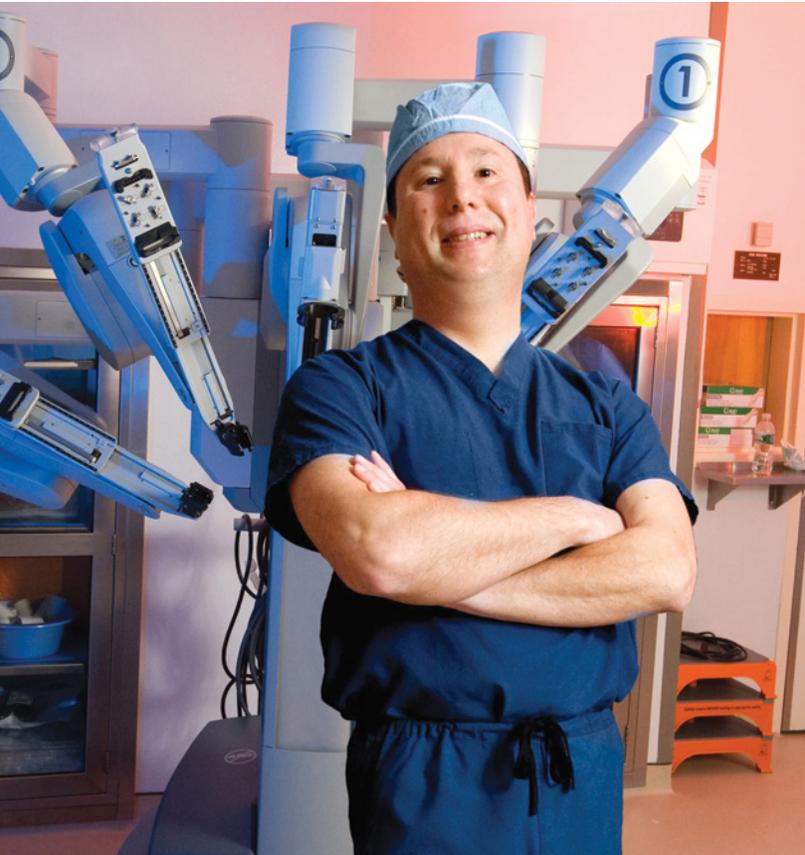
COLON CANCER SURGERY

# NICU Opens at UMCP

UMCP's Center for Maternal & Newborn Care opened its Neonatal Intensive Care Unit (NICU)\* in early 2016. The new unit, which is staffed by neonatologists from Children's Hospital of Philadelphia (CHOP), provides a high level of care for premature babies as young as 28 weeks who weigh at least one kilogram (2.2 pounds).

The neonatology services are provided through a partnership with CHOP. The partnership also includes CHOP pediatricians who are on site at UMCP 24 hours a day, 365 days a year to provide inpatient care and emergency consultations for pediatric patients.

\*UMCP is licensed by the State of New Jersey as a Community Perinatal Center (CPC) – Intensive



## Groundbreaking surgery

In 2016, a surgical team at UMCP — led by Bruce R. Pierce, MD, FACOG, Medical Director of the Robotic Surgery Program—performed a total hysterectomy through a single, small incision in the patient's navel. This was the first such operation ever performed with the da Vinci Xi® Surgical System in the Northeast USA region, according to da Vinci manufacturer Intuitive Surgical Inc. The procedure involves removing a woman's uterus, cervix, fallopian tubes and ovaries, and is performed to treat a number of conditions, such as pain, abnormal bleeding and certain types of cancer.

UMCP's Center for Minimally Invasive Surgery has one of the most comprehensive robot-assisted surgery programs in the region. In addition to gynecologic surgery, surgeons on the Medical Staff at UMCP use the da Vinci Surgical System to perform colorectal, general, thoracic, urologic and urogynecologic procedures. To learn more, visit [princetonhcs.org/davincisurgery](http://princetonhcs.org/davincisurgery).

## State-of-the-art Surgical Equipment

The Center for Minimally Invasive Surgery completed a major upgrade in 2016, acquiring a second da Vinci Xi® Surgical System and installing state-of-the-art camera and video equipment in the surgical suite at UMCP and the Stephen & Roxanne Distler Center for Ambulatory Surgery in the Medical Arts Pavilion. The new video equipment is the latest technology available to support laparoscopic surgery—a minimally invasive technique performed through small incisions in the lower abdomen. Surgeons make incisions of one half inch or less and insert plastic tubes where cameras and instruments can pass through. The 3D cameras project a high-definition video image on monitors in the operating room to guide surgeons through laparoscopic procedures such as appendectomy, gall bladder removal, hernia repair, colon surgery and some bariatric procedures. As with robotic surgery, laparoscopic procedures result in less pain and scarring for the patient, shorter hospital stays and faster recovery than with traditional open surgery.



## Cancer Services

The UMCP Breast Health Center now offers digital breast tomosynthesis, a breakthrough in mammography that is proven to be more effective at detecting cancer and offers greater comfort for the patient. Tomosynthesis produces clear, highly focused, 3D images that make breast cancers easier to see in dense breast tissue, which is typically more difficult to evaluate. Donor and PHCS Trustee Joseph Herring and his wife Lee made a generous gift that helped pay for this advanced technology, as well as the staff training on how to use it. Rachel Dultz, MD, Medical Director of the Breast Health Center, educated the Herrings about this important technology and helped to secure their generous gift. The UMCP Breast Health Center is designated by the American College of Radiology as a Breast Imaging Center of Excellence.



## CARF Accreditation

The Acute Rehabilitation Unit at UMCP earned three-year accreditation from CARF International (Commission on Accreditation of Rehabilitation Facilities), the premier accrediting agency for rehabilitation programs nationwide. The accreditation was awarded following a rigorous on-site survey in which every aspect of the unit's operations was evaluated. UMCP's Acute Rehabilitation Unit is one of only 10 inpatient hospital programs in New Jersey to hold accreditation by CARF International. This is the first time UMCP has earned this accreditation.



## Gold Seal of Approval

UMCP has once again received The Joint Commission's Gold Seal of Approval® for hip and knee replacement following a rigorous on-site survey. The Gold Seal of Approval® applies to surgical procedures and care provided through the Jim Craigie Center for Joint Replacement at UMCP. Pictured below is Jane Grescek of Princeton Junction, a commercial photographer who received a total hip replacement at UMCP. She was able to return to her very active profession after surgery, thanks to increased mobility and decreased pain. Jane is pictured with two of her 14 grandchildren.





Our top priority is the quality and safety of the care we provide to our patients, and 2016 was a strong year for PHCS. In its most recent review by The Leapfrog Group, a national nonprofit organization focused on quality and safety in American healthcare, UMCP earned the highest score possible on nine safety and quality measures and showed measurable improvement on eight others. A team from The Joint Commission visited all PHCS facilities for our triennial accreditation survey and complimented our performance. We also experienced our best year ever for patient satisfaction, particularly related to our rate of improvement in outpatient services and continued high inpatient satisfaction ratings at UMCP and Princeton House Behavioral Health. We will continue to build on these successes through a number of ongoing initiatives designed to nurture a culture of safety throughout the organization.

**Donald F. Denny Jr., MD**  
Senior Vice President  
Medical Affairs, PHCS



## Center for Pelvic Wellness Opens

UMCP opened a new Center for Pelvic Wellness that provides care for patients of all ages and genders that with a variety of pelvic disorders ranging from urinary incontinence and postpartum complications, to pelvic pain and sexual dysfunction. The Center's program director is a physician who is board certified in female pelvic medicine and reconstructive surgery and obstetrics and gynecology. The staff also includes a nurse navigator and a physical therapist. Treatment plans focus on physical therapy, diet and behavioral modifications, education and, if necessary, surgical intervention. The Center anticipates treating approximately 150 patients per month. For more information or to schedule a consult, visit [princetonhcs.org/pelvicwellness](http://princetonhcs.org/pelvicwellness).

## Fast Track Emergency Care

UMCP's Center for Emergency Care has shortened the length of stay for many patients since establishing Fast Track — a dedicated area delivering prompt, high-quality care to individuals with relatively minor illnesses and injuries. Open from 11 a.m. to 11 p.m. daily, Fast Track accommodates five patients at a time and treats 20 to 25 people on a typical day. Patient care is coordinated by a physician assistant or advanced practice nurse under the direction and supervision of a board certified emergency medicine physician. Most patients seen in Fast Track spend 90 minutes or less in the Emergency Department, down from 130 minutes when Fast Track first opened in the spring of 2016.





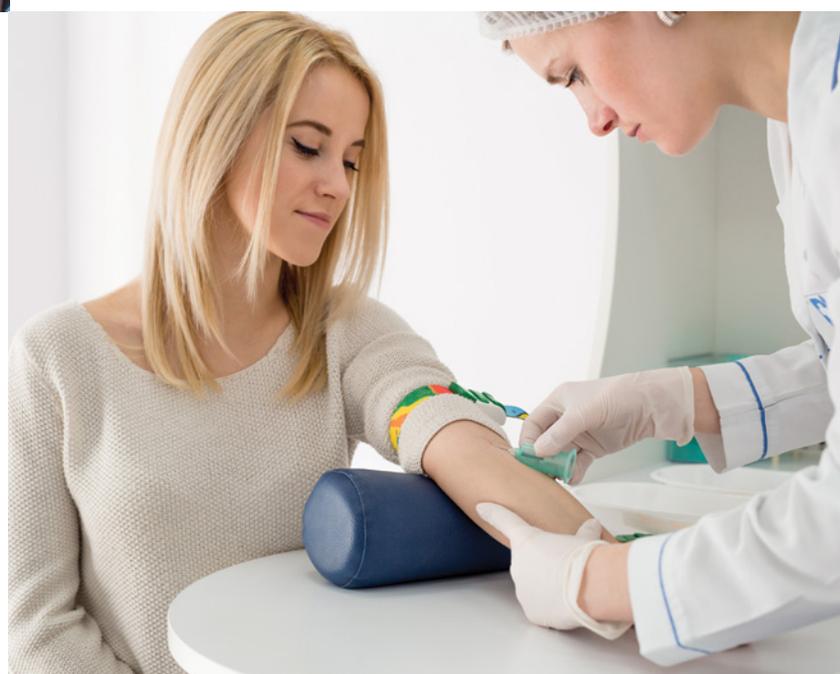
## Pediatric Emergency Care

CT scans can be a valuable diagnostic tool. But for children with head injuries, the low-level dose of radiation carries a potentially unnecessary health risk. So physicians in UMCP's Center for Emergency Care use an evidence-based assessment created by the Pediatric Emergency Care Applied Research Network (PECARN) that enables doctors to diagnose and treat many head injuries\* without a CT scan. The PECARN assessment is a primary focus of a collaborative between the New Jersey Hospital Association and the New Jersey Council of Children's Hospitals. Pediatric services at UMCP are enhanced through a partnership with Children's Hospital of Philadelphia (CHOP). Pediatricians from CHOP are on-site 24 hours a day to provide inpatient care and pediatric consultations in the Emergency Department. In 2016, we treated 8,300 children in the Emergency Department.

\*UMCP is not a state-designated regional trauma center.

## Expanding Lab Services

UMCP continued expanding its laboratory service center locations in 2016. There are now seven locations, including Plainsboro, Princeton, East Windsor, Lawrenceville and Monmouth Junction. UMCP labs offer comprehensive diagnostic testing, including blood draws, specimen collection and specimen drop-off, with easy access to results in our online patient portal. In 2016, 1.12 million lab tests were performed at UMCP labs. For more information, visit [princetonhcs.org/labs](http://princetonhcs.org/labs).



## Advancements in Ultrasound Technology

In 2016, Maternal Fetal Medicine acquired two new ultrasound units, providing the most advanced technology available for perinatal services. These new machines aid in medical diagnosis and treatment by maximizing imaging performance and efficiency through new 3D/4D imaging, which is four times more advanced than a standard ultrasound machine. This new imaging technology, "HD Live," provides unprecedented anatomical realism through advanced skin illuminating and shadowing techniques.



# Princeton Health Campus Update

PHCS recently closed the sale of a 6-acre parcel on the Princeton Health Campus to Maplewood Senior Living, which plans to construct a senior assisted-living facility focusing on providing care and services to residents with Alzheimer's disease and dementia, along with residents who require assistance with other activities of daily living. The state-of-the-art facility will include 105 units, with amenities such as a library, farm-to-table meals, a professionally run spa and salon, a bistro and pub, and landscaped outdoor gardens. Maplewood has all necessary approvals to start construction, and the project is expected to be completed in 12 to 18 months once ground is broken. Infrastructure work serving the site is currently under way.

PHCS also closed on the sale of a 4.5-acre parcel on the campus for the development of a day care facility. The site will be shared by VCARE Adult Care Centers for a 13,000-square-foot medical adult day care facility and by Discovery Years Child Care for a 12,000-square-foot child day care center. Both developers have received all necessary approvals to start site development and building construction. Completion of the facilities is expected in the next 12 to 18 months.

Also planned for the campus is an independent living development with 315 units. The development will include a combination of rental and for-sale units, ranging from studio apartments to three-bedroom townhomes. The developer is working with local and state authorities for necessary approvals.



## Community Health & Volunteerism

**In 2016, PHCS Community Education & Outreach hosted or participated in 1,781 community programs, including screenings, classes and health fairs, which was a 25 percent increase over the previous year.** These programs reached more than 40,000 area residents, a 7 percent increase over 2015. Among the programs were 80 free health fairs and screenings that offered community members blood pressure, glucose, cholesterol and other testing, as well as the opportunity to speak with PHCS physicians and health professionals. PHCS instructors provided 590 CPR and first aid classes, including sessions during Free CPR Week in April, when 1,082 community members received free training in basic CPR techniques. Since Free CPR Week began in 2007, PHCS has trained 4,906 community members. Also in 2016, PHCS held 73 events at area senior centers and active adult communities, serving 1,843 seniors.





PHCS continued its programs for EMTs in 2016, providing 16 classes covering topics such as bloodborne pathogens, acute and chronic trauma, post traumatic stress disorders, and stroke. In 2016, 166 aspiring EMTs completed their observation hours in the Center for Emergency Care at UMCP, and 205 current EMTs were trained in Continuing Education Unit programs.

**In 2016, a total of 834 volunteers served PHCS, donating a combined 73,253 hours.**



The Animal Assisted Activities Program—sometimes called pet therapy—added six new dogs and four new dog handlers, bringing the program’s total to 14 dog teams. The program also expanded to three Princeton House outpatient locations in Princeton, Moorestown and Hamilton. These volunteers served approximately 530 hours.

In 2016, 12 college-aged volunteers participated in PHCS’ Pre-Health Professionals Program, a 10-week summer program for college students who are interested in healthcare careers. Students served on nursing units and in the Emergency Department, attended weekly lectures and observed in the operating room. Students also had the opportunity to visit the Philadelphia College of Osteopathic Medicine, the NJ Sharing Network and the Mütter Museum at the College of Physicians of Philadelphia, thanks to a generous endowment from the Mary Louise Kilgore Beilman Memorial Fund.

The Guest Relations program significantly expanded in 2016, adding 46 new volunteers to greet guests and assist with wayfinding at UMCP. By year’s end, a total of 73 volunteers were participating in the program. Together, they served 11,800 hours.



PHCS’ award-winning series of online chats on the video streaming network USTREAM continued in 2016 with 12 broadcasts on topics including personal health technology, eating disorders, NICU, urinary incontinence, sleep disorders and vascular health. The online format provides participants with the opportunity to view a health lecture from the comfort and privacy of their own home and ask questions of the speaker through an online chat window. PHCS’ USTREAM channel drew 230 viewers of live broadcasts and more than 2,300 views of previously recorded web chats in 2016.



**PHCS Hosted An Evening with Today Show Co-Anchor and Cancer Survivor Hoda Kotb**

Hoda Kotb, *New York Times*’ bestselling author, Today show co-anchor and cancer survivor, shared inspiring stories from her new book, *WHERE WE BELONG: Journeys That Show Us The Way*, during a special evening hosted by PHCS that drew 750 attendees. The event, *Celebrate Strength, Celebrate Life, Cancer Survivors Day with Hoda Kotb*, was made possible by a generous grant from Bristol-Myers Squibb. Pictured from the left are Janet L. Ready, President, UMCP, Hoda Kotb and Rachel P. Dultz, MD, Medical Director of the UMCP Breast Health Center.



**Princeton House  
Behavioral Health**  
Princeton HealthCare System

# Princeton House Behavioral Health

Princeton House Behavioral Health (PHBH) is a leading provider of highly skilled and compassionate behavioral healthcare. PHBH offers specialized programming for adults, adolescents, teen girls, young adults, men, women, and seniors in eight locations throughout central and southern New Jersey.

- Princeton House researchers will present their study, *Characterization of Barriers to Successful Treatment of Hepatitis C in Young People Who Inject Drugs: Linkage to Care*, at the 2017 American Society of Addiction Medicine national conference in New Orleans, sharing the latest results from a study that began in October 2014. Hepatitis C affects 3.2 million Americans, of which 50 to 80 percent are people who inject drugs. As part of Princeton House's ongoing focus on hepatitis C virus (HCV) in young heroin users, physicians and researchers found that addiction relapse is the greatest impediment to successful treatment of HCV, a now curable disease. Princeton House, working with clinical partners, is developing a care model that integrates addiction, behavioral health, and hepatitis C treatment to effectively engage patients in both addiction recovery and treatment for the virus. To date, 260 patients have participated in the study, run by Princeton House and our clinical partners Rutgers Robert Wood Johnson Medical School, Rutgers Center for Advanced Biotechnology and Medicine, and ID Care.

- Princeton House expanded access to clinical care at NuView Academy in Piscataway with the addition of the first ever full-time therapeutic medical director. For the past 16 years Princeton House and NuView Academy have teamed up to provide behaviorally disabled students ages 5-21 with educational, emotional, and clinical support so they can achieve academic excellence. The program doubled in size in 2015 and now accommodates 140 students.
- The Center for Eating Disorders Care (CEDC) at UMCP celebrated its 20th anniversary in 2016, and welcomed a new medical director who is board certified in child and adolescent psychiatry. PHCS' CEDC program is among the few programs nationally that accept children as young as eight years old — often with medical comorbidities — for acute inpatient care; having medical direction from a psychiatrist with these credentials adds an extra dimension to our treatment of young people with eating disorders. In 2016, the program cared for 230 inpatients and 78 partial hospital patients, drawing referrals from 37 states, as far away as California and Florida. Services are available to children, adolescents, and adults of all genders.



- Former U.S. Congressman Patrick J. Kennedy, one of the nation's leading political voices on mental illness, addiction, and other brain diseases, addressed 65 members of PHCS' Department of Psychiatry at Princeton House in July 2016. Rep. Kennedy's signature achievement during his 16 years in the House of Representatives is the Mental Health Parity and Addiction Equity Act, passed in 2008. He shared his work with the Kennedy Forum, which serves as a vehicle to unite the mental health community, emphasizing his belief that the mental health field is now in a "golden age," and added that continuing research would lead to a "revolution that takes people with mental illness and addiction out of the shadows." Rep. Kennedy is pictured above, center, with Neal Schofield, MD, on left, and Richard Wohl, MSW, MBA, President, Princeton House, on right.

- A recent letter to the editor from a self-identified Princeton House patient said “It took no time at all to see how a community of patients struggling with anxiety, depression, addiction or more could develop a bonding affinity and love for one another at Princeton House inpatient facility.” It’s rewarding to hear unsolicited comments about the care we provide at Princeton House. Our patient satisfaction numbers for 2016 also reflect positive experiences: Princeton House rates within the top 6 percent of all 421 behavioral health hospitals that participate in the Press Ganey patient satisfaction survey process, which is an increase in our score and exceeds our target.



- Population Health Management, the Affordable Care Act, and anti-stigma campaigns have combined to increase the demand for mental healthcare higher than ever at a time when the median number of psychiatrists per 100,000 residents decreased by 10.2 percent. Despite the national shortage of psychiatrists, Princeton House has been successfully recruiting and the Department of Psychiatry has reached 52 physicians who serve in eight Princeton House and UMCP locations. In 2016, nine psychiatrists joined PHBH, making it one of the largest departments of psychiatry in New Jersey.
- Princeton House received 98 applications for four clinical psychology internship slots, representing 54 colleges and universities in the U.S., and one from Canada. In 2016, the American Psychological Association (APA) re-accredited Princeton House’s one-year doctoral psychology internship program for seven more years, the maximum time allowable for re-accreditations. PHBH is one of only a handful of behavioral health organizations in New Jersey whose doctoral psychology internship program is APA-accredited.



**Richard Wohl, MSW, MBA**  
**President, Princeton House Behavioral Health**  
**Senior Vice President, PHCS**

Mental health and addictions issues in 2016 have created unprecedented national headlines. The current awareness of the need for treatment options given the extent of untreated mental illness, the opiate epidemic, financial pressure on services at the state level, and a growing shortage of qualified professionals all serve as reminders of the difficulties faced by today’s provider organizations delivering critical

behavioral health services. Princeton House remains dedicated to the thousands of patients who entrust their care to us, and we continue to advocate on federal, state, and local levels to remain their provider of choice.



- In 2016, Princeton House Behavioral Health’s First Responders Treatment Service experienced its largest annual growth to date, helping 198 veterans, police officers, firefighters, corrections officers, and emergency medical technicians with behavioral health and substance use disorders. The Princeton House model includes distinct treatment groups for first responders that are led by clinicians who have had law enforcement and first responder experience. There are few programs nationally that can provide acute inpatient care for this group of people with distinct needs and experiences. Since it was established in 2013, the service has cared for more than 600 first responders.

# Princeton HealthCare System Foundation

Established in 1978, the mission of the Princeton HealthCare System Foundation is to financially support and promote the mission of Princeton HealthCare System.



## 21st Annual PHCS Golf Outing

PHCS' 21st annual Golf Outing, held June 14 at Metedeconk National Golf Club in Jackson, raised more than \$260,000. Proceeds benefited the Bristol-Myers Squibb Community Health Center, PHCS' primary and specialty care center that serves approximately 8,000 uninsured and underinsured patients.

Funds raised will support complex care coordination and enhanced services for high-risk patients with multiple chronic medical conditions, as well as support services for adults and children.

The Scheide Fund, a Princeton-based philanthropic organization, was the title sponsor of the event, which drew 180 participants. Other top sponsors included Conner Strong & Buckelew; Edward E. Matthews, Chairman Emeritus of the PHCS Board of Trustees; Wells Fargo Bank; Princeton Anesthesia Services; and SEI Investments. In total, 74 companies and individuals who do business or live in the region supported the event.

## PHCS Internal Grants Program

The PHCS Foundation facilitates an Internal Grants Program, which is a competitive grants initiative that funds services, programs and equipment that enhance or improve clinical outcomes or patient satisfaction. During the 2016 cycle, approximately \$250,000 was awarded to support nine innovative initiatives that were proposed by PHCS physicians, clinicians and other staff members. This program is supported by gifts from the annual fund and other unrestricted gifts.

## Robert H. Baldwin, Jr. and

## Margaret J. Sieck Palliative Care Endowment

Area residents Robert Baldwin, Jr. and Margaret Sieck have made a major commitment to support a palliative medicine staff education initiative at UMCP. Palliative care typically involves inpatient care for pain management and symptom control for those with terminal or chronic illnesses. Under the leadership of David Barile, MD, Chief of Geriatric Medicine, physicians, nurses, social workers, case managers and ancillary staff will attend conferences and receive advanced education in palliative medicine and end of life care. Upon return, attendees will



**William A. and Joan L. Schreyer Education Center**  
Bill and Joan Schreyer were lifelong donors to the PHCS Foundation as well as much loved members of the Princeton area community. Sadly, Bill, who is pictured in the portrait shown above, passed away in January 2011 at the age of 83.

In September of 2016, the Education Center at UMCP was renamed the William A. and Joan L. Schreyer Education Center to acknowledge the Schreyer's generous gift to the *Design for Healing* campaign. A portrait of Bill and Joan Schreyer is displayed in the Education Center along with exterior signage naming the building the "Schreyer Education Center."

Bill Schreyer served on both the PHCS Board of Trustees and the PHCS Foundation Board of Directors. Bill was Chairman and CEO of Merrill Lynch from 1985 to 1993.

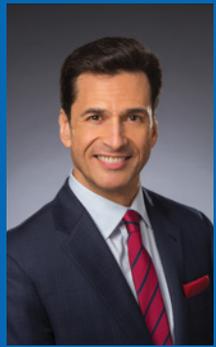
share conference materials with a multidisciplinary audience of medical staff. Continuing Medical Education and Continuing Education (CME/CE) credits may be offered.

**Johnson and Johnson Community Health Fund**

The J&J Community Health Fund once again made a gift of \$75,000 to support the Diabetes Care and Patient Management Program at the Bristol-Myers Squibb Community Health Center. This program provides opportunities for underserved families to learn about healthy eating and active lifestyles.

**Gift to Support Surgical Services**

Area physicians Drs. Natasha and Alexander Wolfson have pledged a major gift to support UMCP’s Surgical Care Services. Dr. Alexander Wolfson is the Medical Director of the UMCP Ambulatory Surgery Center –Monroe. The couple made this gift as a way to give back to the hospital where their children were born, to honor the people who took care of their family and with whom Dr. Alexander Wolfson works daily.



In 2016, Princeton HealthCare System Foundation’s efforts were highlighted by the installation of new 3D mammography technology at the Breast Health Center, the dedication of the William A. and Joan L. Schreyer Education Center at UMCP, a new Palliative Medicine Staff Education Initiative and our annual golf outing, which raised \$260,000 to provide care to uninsured and underinsured members of our community at the Bristol-Myers Squibb Community Health Center.

PHCS was literally founded on philanthropy — opening its first hospital nearly a century ago in a donated farmhouse — and community support has been vital to our success. We are gratified that, under our pending partnership with Penn Medicine, philanthropy will continue to play a key role in helping PHCS fulfill its mission to anticipate and serve the lifelong needs of our community. Simply put, the money we raise here stays here to promote high quality, accessible care for all.

The PHCS Foundation Board of Directors and staff look forward to an exciting year in 2017 as we welcome Hyona Revere as the new Senior Vice President of Development. Hyona brings significant expertise in fundraising for nonprofits and will oversee all fundraising activities as she works closely with PHCS clinical and administrative leadership to focus on our fundraising priorities.

**Gerard A. Compito, MD**  
**Chairman**  
**PHCS Foundation Board of Directors**



**Princeton HealthCare System Mission Statement**

Princeton HealthCare System’s mission is to respond to the healthcare needs of our service area residents. It is the general responsibility of the PHCS Board of Trustees to define and pursue the mission and safeguard the values of PHCS, while providing assurances that management’s policies and practices are consistent with the mission of PHCS, that there are adequate financial resources to support such a mission, and that services being provided by PHCS are of high quality.

**Princeton HealthCare System & Foundation Governance**

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**2016 PHCS Foundation Board of Directors**

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\*ex-officio

(As of December 31, 2016)

# Thank you!

The success of Princeton HealthCare System would not be possible without the contributions of many dedicated individuals.

- Patients, their families and the communities we serve
- Members of the Medical Staff
- Employees and Volunteers
- Trustees and Directors
- Donors
- Government officials throughout the state
- Merchants and business community members
- Community Partners
- Educational Partners

## Princeton HealthCare System Non-Discrimination Notice

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Princeton HealthCare System:

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  - Qualified sign language interpreters
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If you need these services, contact Director Patient Relations and Customer Service

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Director Patient Relations and Customer Service, 1 Plainsboro Road, Plainsboro, NJ 08536, telephone number 609-853-7490, fax number 609-853-7151 or email to [patientadvocate@princetonhcs.org](mailto:patientadvocate@princetonhcs.org). You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Director Patient Relations and Customer Service is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

ATENCIÓN: Si habla español, servicios gratuitos de asistencia del lenguaje están disponibles para usted. Llame al 1-609-853-7490.

请注意: 如果您讲中文, 您可以免费获得语言协助服务。请致电 1-609-853-7490。

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October 2016



Redefining Care

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- Princeton House Behavioral Health
- Princeton Rehabilitation
- Princeton HomeCare
- Princeton Fitness & Wellness Center
- Princeton HealthCare System Foundation
- Princeton Medicine
- Princeton Health International
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