CCCFC COVID-19 Rapid Response Request

Date: April 24, 2020
Organization Name: The Chester County Hospital Foundation
Address: 701 E. Marshall Street, West Chester, PA 19380
Phone: (610) 431-5000
Website: www.chestercountyhospital.org
EIN: 23-2267407

ED/CEO Name: Michael J. Duncan, President & CEO
ED/CEO Email: Michael.Duncan@pennmedicine.upenn.edu
Board Chair Name: Ed Breiner
Primary Contact Name: Susan Kelly
Primary Contact Email: susan.kelly@pennmedicine.upenn.edu

Since 1892, Chester County Hospital has served the healthcare needs of our entire community – of all ages and socio-economic demographics - during their most challenging times. The hospital provides services to Chester County residents regardless of their ability to pay. In FY19, the hospital served over 14,450 inpatients, 450,000 outpatients, recorded 45,000 Emergency Department visits and delivered 3,000 babies.

To date, Chester County Hospital has treated a total of 99 COVID-19 positive patients and we’ve unfortunately lost 23 patients to the disease. In recent days, the hospital has seen a surge in elderly patients admitted from nearby assisted living facilities. This demographic is extremely vulnerable to the disease and underlines the fact that this pandemic is far from over. Notwithstanding the pressure, the fear, and the long hours, our doctors and nurses have been doing a phenomenal job treating ALL patients in the hospital.

While we care for all of our patients with the same compassionate care, our business approach has had to change in order to keep employees and patients safe. All who enter the front door, whether they are employees or patients, must have their temperature taken and provided a mask to wear while in the hospital. Employees providing direct care to patients suspected or diagnosed with COVID-19 are outfitted with the necessary personal protective equipment. In most cases, visitors are prohibited from entering the facility.

A defining characteristic of our culture at the Chester County Hospital is that we treat everyone who walks through the door like they are our family, friend, or neighbor. Never has this principle been more important to our community than it is now as most of our patients are unable to receive visitors. They don’t have their wife or husband, friend, son or daughter at their bedside. That creates stress for the patient, their family, and in many cases for our caregivers. For that patient, we are their family. We do our best to communicate with loved ones, provide timely updates and facilitate Facetime calls for the patient to connect with their family. It’s a difficult time, and we’ve had to make drastic changes in how we operate to contain the spread of the virus, but we believe our efforts are working.

Due to the crisis, Chester County Hospital has felt a significant negative financial impact due to declining volumes in outpatients and inpatients. Outpatient visits are down by 25% and inpatient numbers are down by 20%. Elective surgeries were halted in March, which is a significant source of revenue for the hospital. What started out as a robust year, quickly declined with the onset of the crisis. Chief Financial Officer,
Charmaine Rochester, believes that the hospital finances will continue to decline as we enter the next fiscal year in July.

During this unprecedented time, the hospital remains committed to ensuring that employees are taken care of, are safe and remain healthy while caring for the entire community. We have made important progress over recent weeks to sort out the clinical and logistical processes necessary to keep our employees safe and return our patients to health where possible. We are now planning a systematic and methodical increase in services that were halted at the start of the crisis; but it will not be business as usual pre-pandemic, it’ll be a new normal.

We respectfully request a grant of $5,000 to support the hospital’s Emergency Response Fund, a fund created to offer senior leadership the flexibility to deploy resources to the emerging needs as the outbreak continues to rapidly evolve. Funds will be utilized to purchase critical supplies and equipment, to support employees facing economic hardship due to reduced work hours, a spouse losing their job, or additional personal expenses related to the crisis, and to support new testing and research. Funds from the Chester County Community Foundation would be utilized immediately, and we’d be happy to report on how they were spent.

We stand together with the Chester County Community Foundation to utilize our resources to provide safety and healing for our community as we navigate the COVID-19 pandemic. The hospital team is fully prepared to evaluate and care for patients who may be diagnosed with COVID-19, while taking the strongest possible precautions to ensure the health and safety of all other patients and our staff. We are committed to serving Chester County with calm, compassionate, and professional care during this pandemic.

Thank you for this opportunity and for the wonderful work you are doing to support Chester County residents!