



# Supporting the Health and Wellbeing of West Philadelphians

Student Intern: Karl Kamanousa, Drexel University College of Medicine  
Academic Preceptor: Zach Kassutto, MD, Drexel University College of Medicine

Community Preceptors:

Alex Eaton, Chief Operating Officer, RISE Philadelphia, Drexel MS4  
Barry Mann, MD, System Medical Director for Equity, Main Line Health, TfWP Board Chair  
Justine Garfinkel, Chief Executive Officer, RISE Philadelphia, PCOM OMS4  
Risa Waldoks, Acting Executive Director, Together for West Philadelphia

## COMMUNITY PARTNER

Community Partners:

**Together for West Philadelphia (TfWP)** is a nonprofit that partners with healthcare systems, community-based organizations, academic institutions, and public and private stakeholders to achieve equitable health outcomes for West Philadelphians.

<https://www.togetherforwestphiladelphia.org>

**RISE Philadelphia** is a nonprofit organization made up of medical and graduate students offering free tutoring to students in Philadelphia and South Jersey. It was created by medical students in response to the COVID pandemic. Students who live in Philadelphia rarely get the support they need to excel, and lockdown only made this issue worse. Thus, RISE's goal is to provide academic help and mentorship to middle and high school students to aid them on their education journey. <https://www.risephiladelphia.com>

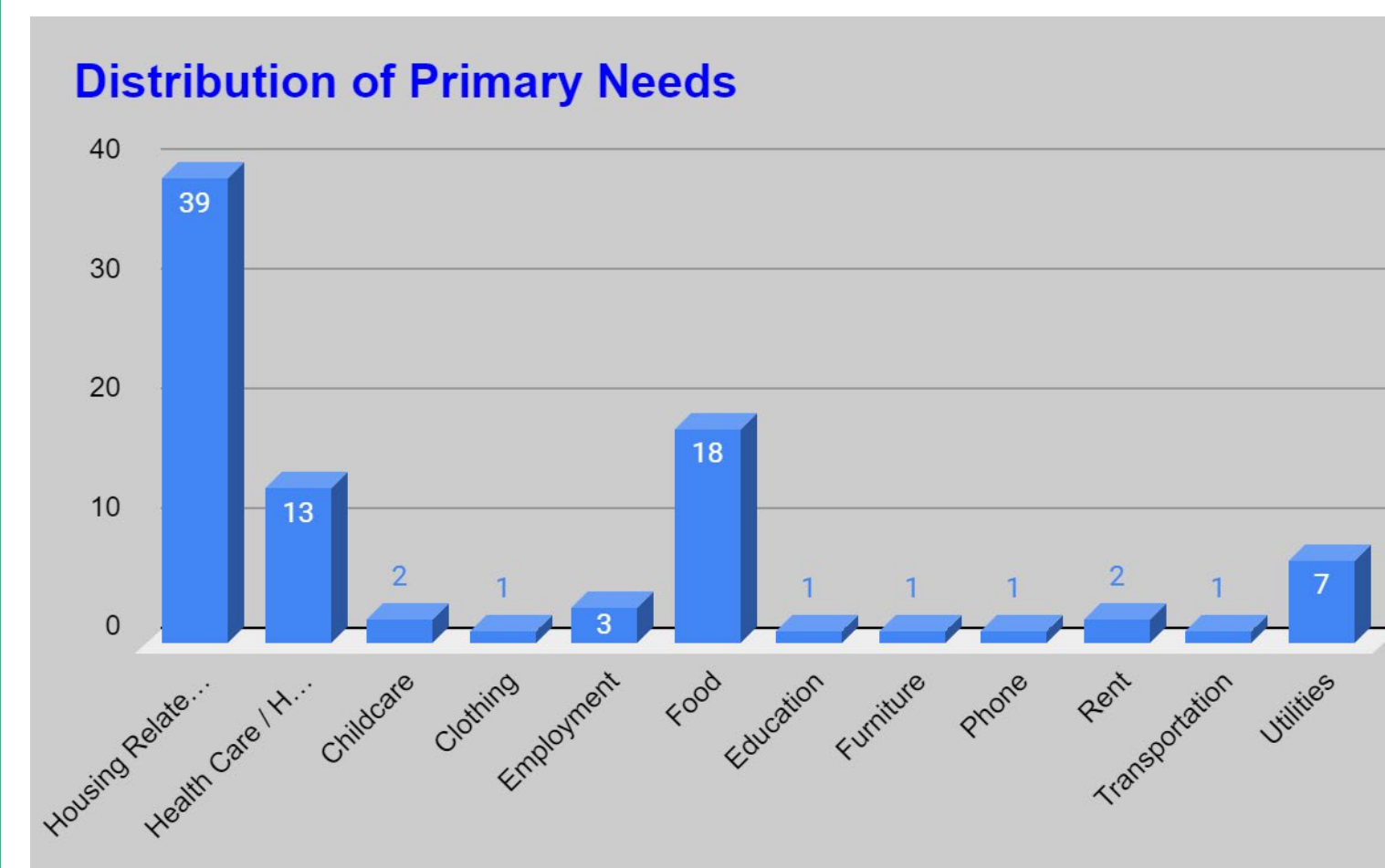
Elderly care is an important health concern and one that is often overlooked. **Main Line Health (MLH)**, not-for-profit health system serving portions of Philadelphia, is aware of this issue and is actively working on solving it. By analyzing patient satisfaction scores in the hospitals of the Philadelphia area, MLH found that elderly patients are significantly less likely to understand their medications or their side effects. Thus, MLH aim to introduce methods to improve these scores to improve the health outcomes of elderly Philadelphians.

## BACKGROUND/CONTEXT

West Philadelphia is an area that has been deprived of resources for decades. TfWP, RISE, and MLH are all organizations that aim to improve the lives of the people of the region. The work I have done with TfWP has shown the importance of a stable residence and how issues can affect one's overall health. Analyzing our data from the Helping Hubs Program that was run from May 2020 until now, we determined that housing was the leading primary need for individuals who came to TfWP for aid, but, typically, people had additional needs such as health care or employment. By aiding the community with social needs, we may be able to show an improvement in health care outcomes overtime. Similarly for RISE Philadelphia we are aiming to make educational aid more accessible to those in the Philadelphia area. I was responsible for creating videos and PowerPoint presentations that would provide knowledge about higher education for high schoolers in Philadelphia, who may not be interested in college or for those who do not know about the application process. For MLH our goal was to improve elderly care by improving Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) scores. We determined that hospitals in the area had significantly lower HCAHPS scores for people aged 65 and up. Thus, we aimed to develop strategies and incorporate techniques at specified units to improve these scores.

## ACCOMPLISHMENTS/ CHALLENGES/

- Able to create graphs illustrating the needs of the community
- Created resources that will aid high school students in applying for college
- Analyzed methods that will help improve the effectiveness of elderly in hospitals



Guide for the Common Application



## TEAM'S EXPERIENCE

The Bridging the Gaps student intern worked with the three organizations to further their programs and to aid in data analysis. He organized and graphed data regarding the Helping Hubs Program at TfWP to gain a better understanding of the needs of those referred, the availability of resources, and the effectiveness of the program. He also attended partner meetings and explored the new regional Community Health Needs Assessment. For RISE Philadelphia, he created presentations that will help high school students understand college and how to apply. Finally, for MLH, he met with nurse managers and staff members at different hospitals to understand how each hospital function in approach to elderly care to determine if any of the methods adopted by the hospitals should be incorporated elsewhere.

## REFLECTION

“Working with these three organizations has been enlightening. While at times it was difficult to manage, it has been greatly rewarding. It was great seeing how these organizations worked and to experience contributing to their work. And while these organizations are very different, it was interesting to see how interconnected their work is, they all have the similar goals of improving our community and the lives of the people who live in it.”