We Serve Together

We anticipate the needs of others and help with compassion and generosity.

We embrace diversity and show respect to everyone.

We listen actively, seek to understand and assume good intentions.

We tell the truth with courage and empathy.

We accept responsibility for our attitudes and actions.

We seek new knowledge, ask for feedback and are open to change.

We use resources wisely and effectively.

We are curious and continuously look for ways to innovate.

We are true to our word and follow through on our commitments.

We commit to being exceptional today and even better tomorrow.

We anticipate the needs of others and help with compassion and generosity.

We embrace diversity and show respect to everyone.

We listen actively, seek to understand and assume good intentions.

We tell the truth with courage and empathy.

We accept responsibility for our attitudes and actions.
The ChristianaCare journey began in 1888, in Wilmington, Delaware, with a commitment to serve our community as expert, caring partners in health. For more than a century, ChristianaCare has grown to meet the needs of Delaware and the surrounding communities with compassion, courage and empathy — not just by adding brick and mortar buildings, but by embracing new technologies, innovating, learning and evolving to become a health system that understands and addresses the needs of the whole person.

As we look to the future, we have an opportunity to meet the health needs of the communities we serve much differently than we did in the past. We are reimagining how we deliver care — to deliver health, not just health care, to the people we serve.

We are on a mission to deliver the right care, at the right place — for everyone, in all of the communities we serve. We are using data in exciting, powerful new ways, leveraging artificial intelligence and machine learning to deeply engage with patients. We’re advancing the frontiers of science through gene editing. We’re innovating and creating new partnerships to address the non-medical needs that affect people’s health, including food security, housing, public safety, education and economic opportunity. And we’re moving away from fee-for-service payment models and toward value-based payment models, which support high-quality care at lower costs by incentivizing healthy outcomes instead of billable services.

And of course, we continue to deliver hospital care that’s rated among the best in the world for quality and safety.

As we do all of this, we continue to focus on developing and supporting our caregivers, because they are the people who deliver on our mission of service every day. This past year, we increased our minimum wage to $15 an hour. We launched a community service benefit program that provides paid time off for our caregivers to volunteer their time to charitable organizations in the community. And we announced that in fiscal year 2021, we’ll be providing 12 weeks of paid parental leave as part of our employee benefits package.

We do all of this in an effort to achieve our goals of Optimal Health, Exceptional Experience and Organizational Vitality. We do it to deliver on the promise of The ChristianaCare Way. We do it For the Love of Health™.

As clinicians and caregivers — and as neighbors and friends — ChristianaCare is a partner in each person’s journey to good health. I am incredibly grateful for the opportunity to serve our community and to work alongside the extraordinary caregivers who serve together, guided by our values, love and excellence.

JANICE E. NEVIN, M.D., MPH
PRESIDENT & CHIEF EXECUTIVE OFFICER
CHRISTIANACARE

A Message from JANICE E. NEVIN

ChristianaCare is a partner in each person’s journey to greater health and well-being.
It’s a New Day

Today is a new day for ChristianaCare, and it calls for a vibrant, new look.

In October 2019, ChristianaCare unveiled a new look that signals our commitment to providing the right care, in the right place, at the right time, for everyone we serve.

FOR THE LOVE
OF HEALTH™

A new logo based on Delaware’s state flower, the peach blossom, links ChristianaCare’s past, present and future. It symbolizes the organization’s proud origins as well as vitality, longevity, growth and a commitment to health.

The well-known ChristianaCare green has been updated to a vibrant new hue, and it’s now joined by a palette of bright colors that represents the diversity and dynamism of ChristianaCare today.
ChristianaCare’s new brand identity respects its history and preserves its trusted name — with a new twist. By uniting the words ChristianaCare, the updated name represents the organization’s commitment to partnering seamlessly with people to achieve health in ways that they value.

Our joyful new look is a symbol of our promise to those we serve that we will support them throughout their lifelong health journey. It’s also a reflection of our values — love and excellence. We believe that health care is a relationship between human beings, and in the best health care, that relationship is a partnership in which each person feels loved. When we lead with love, excellence follows, and we create the best potential to make an impact on health.

Though our look is changing, we remain an independent, nonprofit organization focused on impacting health. And we remain true to our mission, the ChristianaCare Way, which states: “We serve our neighbors as respectful, expert, caring partners in their health. We do this by creating innovative, effective, affordable systems of care that our neighbors value.”

ChristianaCare celebrated the new brand with a new For the Love of Health™ bus that made spirit stops at many of our facilities.
CHRISTIANACARE NEVER RESTS IN OUR PURSUIT OF EXCELLENCE — EXCEPTIONAL TODAY, WE WANT TO BE EVEN BETTER TOMORROW.

THIS ETHOS IS WHAT INSPIRES OUR SEARCH FOR NEW KNOWLEDGE AND CONTINUOUS IMPROVEMENT. IT’S WHAT DRIVES OUR WIDELY RECOGNIZED QUALITY AND SAFETY.

Excellence acknowledged, again!

Our reputation for excellent quality, service and value to our community reaches nationwide. In its 2020 Report to the Nation, Healthgrades, a leading online resource for information about hospitals and physicians, named ChristianaCare one of the nation’s 100 best health systems for general, joint and spine surgery and gastrointestinal care. It was the fourth consecutive year we’ve earned 100 Best Hospitals distinction.

U.S. News. & World Report’s 2019 Best Hospitals ranked us in the top 1% of more than 4,500 hospitals nationwide. For the third consecutive year, we were one of only 29 hospitals to achieve the highest ratings in every common condition or procedure — a record just 13 other hospitals have achieved. We’re also ranked best hospital in Delaware and No. 3 among the region’s 90-plus hospitals.

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* RANKED AMONG THE TOP 1% IN:

- Colon and Lung Cancer Surgery
- Chronic Obstructive Pulmonary Disease
- Heart Failure
- Heart Bypass and Aortic Valve Surgery
- Abdominal Aortic Aneurysm Repair
- Knee and Hip Replacement

*Based on Healthgrades, 2019 America’s Best Hospitals™ Annual Report.

Serving with excellence

Quality & Safety
Smart use of antibiotics

Antibiotics are great, except when they’re not. To combat overuse of antibiotics in cases where they’ll do no good — or may even do harm — ChristianaCare’s Antimicrobial Stewardship Program continuously promotes smart and effective use of the medications. The program’s intensive multifaceted effort over the past five years has led to an 11% decrease in overall antibiotic use at Christiana and Wilmington hospitals.

11% decrease in overall antibiotic use at Christiana and Wilmington hospitals in 5 years

Team tackling pressure injuries

Exemplifying our commitment to continuous improvement, ChristianaCare HomeHealth has developed a successful approach to preventing pressure injuries for home health patients. Using a combination of evidence-based tactics — including conducting regular skin assessments, employing the Braden Scale risk prediction tool, repositioning patients every two hours and bringing in more occupational therapists — HomeHealth achieved a 68% decrease in pressure injuries last year.

68% decrease in pressure injuries using new approach

Winning at reducing heart failure admissions

To reduce heart failure readmissions, our new Heart Failure Readmission Reduction Program entails a daily multidisciplinary review of patients with the highest readmission risk and a discharge bridge clinic that closely monitors medication use. Overall, 30-day, all-cause readmissions for patients with heart failure as a primary diagnosis is trending downward.

In mom’s arms instead of the NICU

For the health of our tiniest patients and peace-of-mind for the families who love them, ChristianaCare’s new Triple I to Manage Early-Onset Sepsis (TIME) clinical pathway uses an evidence-based sepsis risk calculator to reduce admissions to the Neonatal Intensive Care Unit (NICU) for full-term babies. Before implementing the TIME pathway, 100% of newborns at-risk for early-onset sepsis went to the NICU. Now more than 75% of at-risk newborns have critical bonding time with their moms instead of going to the NICU.

Partnering for predictable, affordable medications

To help alleviate drug shortages, ChristianaCare’s new partnership with the nonprofit Civica Rx is helping maintain regular supplies of essential generic drugs. Civica Rx is an innovative, collaborative initiative with a mission to reduce costs and increase supply chain stability and predictability for many vital generic medications.

Civica Rx was established in 2018 by three philanthropies and seven health care systems which, like ChristianaCare, have experienced firsthand the impact of generic drug shortages, such as the national shortage of saline in the wake of Hurricane Maria in 2017.

Seeing new ways to control diabetes

Two new pilot initiatives are proving promising for helping patients — and the primary care practices who serve them — manage diabetes. Retinal screenings with cameras provided by ChristianaCare at four primary care practices provide radical convenience for patients and support detection of early loss of sight caused by diabetes. And a diabetic registry at four other primary care sites helps practices identify and reach patients with uncontrolled blood sugars, while also enabling ChristianaCare’s Primary Care and Endocrinology departments to collaborate on serving patients together.

Why do we aim for excellence?

FOR THE LOVE OF HEALTH™
Creating healthier communities

OUR MISSION IS TO BE MORE THAN A GREAT HEALTH CARE SYSTEM; IT IS TO BE A SYSTEM THAT TRULY IMPACTS HEALTH.

WE ARE COMMITTED TO PROVIDING HIGH-VALUE, RELATIONSHIP-CENTERED, STANDARDIZED CARE FOR EVERYONE WE SERVE. IT’S THE CARE OUR PATIENTS EXPECT AND OUR COMMUNITIES DESERVE. IT’S THE CARE THAT LEADS TO OUR GOAL OF OPTIMAL HEALTH FOR ALL.
Blowing bubbles in the ER
Every child’s medical emergency is different, and for parents any kind is frightening. Recently redesignated as a Level 2 Pediatric Emergency Care Facility — the only one in Delaware — Christiana Hospital offers specialized round-the-clock care for all types of pediatric emergencies. From easing a child’s initial fears — bubbles or toys help! — to using the right pain assessment tools, medication dosages and specialized equipment, our emergency staff are specially trained to meet the unique needs of young patients and to communicate with worried parents when it matters most.

We know strokes
With strokes, time is of the essence: you want the right care, at the right time, with the right team — and it’s available through ChristianaCare. This year, we became part of an elite group of health systems with three levels of certification for stroke care from the Joint Commission. In July, our Middletown Emergency Department (MED) earned Advanced Disease-Specific Care Certification as an Acute Stroke Ready Hospital for its ability to provide timely and effective treatment for stroke patients before transferring them to a primary or comprehensive stroke center. The MED joins Christiana Hospital’s Comprehensive Stroke Center and Wilmington Hospital’s Primary Stroke Center in receiving Joint Commission certification.

Reducing cost, maintaining quality
ChristianaCare is a founding partner of eBrightHealth ACO, a Medicare accountable care organization, which reduced overall health care spending by $11.3 million last year while also maintaining a high level of quality care for patients in Delaware, Pennsylvania and Maryland. Coordinating this care is our award-winning CareVio™, a care coordination program that harnesses real-time data and predictive analytics to identify opportunities for helping patients better manage their health and avoid complications leading to unnecessary hospitalizations or emergency department visits.

Union Hospital makes three
Affinity Health Alliance and its affiliates, including Union Hospital in Elkton, Maryland, joined ChristianaCare on Jan. 1, 2020. ChristianaCare and Union Hospital have been serving the people of Cecil County as neighbors for many years. Together, we will make an even greater positive impact on the health of the communities we serve.

Hit me with your flu shot
On October 10, 2019, more than 8,000 ChristianaCare employees, volunteers and allied staff were vaccinated in a single day as part of our #HitMeWithYourFluShot campaign. Earning widespread media coverage and making public health history, the annual campaign is an important way that ChristianaCare protects the health of the community.

Better health for all at lower costs
Two new groundbreaking partnerships are enabling ChristianaCare to improve the health of Delaware’s Medicaid beneficiaries. New value-based payment agreements with AmeriHealth Caritas Delaware, one of the nation’s leaders in health care solutions for those most in need, and Highmark Health Options, Delaware’s largest Medicaid managed care organization, create greater flexibility for ChristianaCare to address both medical and non-medical health care needs of Medicaid patients. The agreements align health care payment models with the delivery of high-quality, high-value care. Under the new structure, revenue is higher for partnering organizations if health care quality and cost-reduction targets are met or exceeded, and revenue is lower if those targets are not met.

“A safer path to pain relief
ChristianaCare is a nationally recognized leader in tackling the opioid crisis through a multifaceted approach that is helping to stem the tide of substance use disorder. In addition to our success in connecting people to treatment through our programs including the Comprehensive Pain Center, Project Engage and Community SOS, our work in changing the system and educating providers and patients has reduced opioid prescriptions by more than 40% over two years.
Partners in improving outcomes for newborns

Nemours/Alfred I. duPont Hospital for Children and ChristianaCare have launched the Nemours & ChristianaCare Advanced Delivery Program for prenatally diagnosed conditions that require swift intervention after a baby’s birth. The first of its kind in Delaware, the program integrates delivery and specialized care in one location at Nemours, where our obstetric team leads the delivery and Nemours pediatric subspecialists manage post-delivery intervention. Together, with a family’s obstetrician, we help optimize outcomes for babies and enhance the experience for mothers.

Cerner and ChristianaCare: partners in weight loss

Already recognized regionwide, ChristianaCare’s Bariatric Surgery Program is now a destination for people across the nation. Health care technology leader Cerner, headquartered in Missouri, selected ChristianaCare as its weight loss surgery provider for its employees nationwide. As of December 2019, 115 people have participated in the program, receiving excellent care and personalized support before and after surgery. “Post-surgery, I’ve lost 30 pounds so far. Beyond the weight loss, I feel so much better — my knees aren’t as stressed as they used to be!” said Julia Heriford, a Cerner employee from Kansas City, who traveled to ChristianaCare last spring for bariatric surgery.

The new name says it all

Since 2012, our technology-driven care coordination program has helped manage more than 100,000 lives and deliver better care at lower costs. In 2019, the award-winning service changed its name to CareVio™ and added the tagline Linking Care. Improving Health. The new name is all about what we do every day: “Care” emphasizes our respectful, expert, compassionate care; “Vio” means road and conveys the path to health and wellness. Every day, the CareVio™ team of more than 50 nurse care coordinators, social workers, clinical pharmacists, respiratory therapists and medical directors connect patients with the care and help they need.

Good health takes a teamlet

Priya Dixit-Patel, M.D., is excited about her new “teamlet” at the Smyrna Family Practice, where she is Clinical Lead: “We’re doing something really exciting and something really important for primary care.” With multiple clinicians joining together, teamlets are forming within all ChristianaCare primary care practices. Comprising one physician, one nurse practitioner or physician assistant, one registered nurse, three medical assistants and support services staff or resources, these clinical groupings enable practices to “share the care” when appropriate and offer better experiences for patients and caregivers.
Our extraordinary caregivers anticipate the needs of others

Exceptional Experience
Angels’ inspire Bill Hodgman to get moving again

Bill Hodgman loves to be active. But a nearly fatal case of sepsis, which required multiple limb amputations, sidelined him for years and led to severe depression. His nurse Guirlene Clervoix, MSN, RN, and home health aides Joyce Everett, Melanie Lopez and Tanay Smith — all from ChristianaCare HomeHealth — were vital to the Wilmington area resident’s physical and emotional recovery. Motivating, encouraging and skilled, they were, in the words of Bill’s mother, “angels of mercy” who guided him to get moving again.

Extraordinary people, extraordinary workplace

The extraordinary people who work at ChristianaCare make ChristianaCare an extraordinary place to work. But don’t take our word for it — a recent string of awards has also recognized us as a top workplace:

- Forbes magazine ranked us #1 Employer in Delaware in its inaugural list of “America’s Best Employers by State.”
- The Philadelphia Inquirer’s 2019 Top Workplaces survey named us a best employer in the region.
- For the 16th consecutive year a News Journal survey listed us as one of the Top Workplaces in Delaware.
- Computerworld ranked ChristianaCare as one of the nation’s 100 Best Places to Work in IT.

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We're supporting them to make a personal, positive impact on their communities.

“Thank you for being there!”

What's one of the best ways to honor someone's role in a major life event? With a “thank you.” The two simple yet powerful words are the heart of ChristianaCare’s Thank-You Project, which reconnects patients and caregivers after a meaningful care experience. The reunion offers people the opportunity to share stories and gratitude and express what each person means to the other.

Transforming Medicaid care

In our quest to transform health care for all, we have joined the Medicaid Transformation Project. Created by Avia, a national partner for digital health insights, strategic guidance and consulting services, the project involves 24 of the nation’s leading health systems working together on digital care solutions that address the health and social needs of nearly 75 million Americans on Medicaid. Among the project’s focus areas are increasing access to behavioral health and women’s and infant’s care, providing support for substance use disorder and developing ways to reduce unnecessary emergency department (ED) visits. The work kicked off in October 2019 when the group met to explore reducing avoidable ED visits by better linking EDs to primary care, behavioral health, specialty care, social services and other resources.

Getting paid to give back

ChristianaCare caregivers can now get paid to volunteer. This new employee benefit offers our full-time, full-time flex and part-time caregivers time to volunteer at charitable, nonprofit organizations without taking vacation days. We’re supporting them to make a personal, positive impact on their communities.
Dare to be amazing

“'I dare each of you to focus on your amazing abilities, your talents and your newly learned skills... to do great things... each and every day, even if they’re really hard.’ With this life challenge, Sharon Kurfuerst, Ed.D., chief operations officer, congratulated the Project SEARCH Class of 2019 interns during a June graduation ceremony. At the event, ChristianaCare caregivers and mentors joined interns and their families for a celebration marking the end of a nine-month internship experience for people with cognitive and physical disabilities.

Relax, you’ve got this — and we’ve got you!

ChristianaCare’s key to providing truly great health care is partnering with our patients. As more women want alternatives to managing labor pain, this year we became Delaware’s first health system to offer nitrous oxide as a pain-management option. Easily inhaled and self-administered — under a caregiver’s supervision — the gas is safe for mom and baby, quick to work and less expensive than epidurals or other pain medications. It also allows women to remain mobile while laboring. This respect for women’s health care wants and needs is the heart of our Center for Women’s & Children’s Health, which will open its newly expanded and family-focused building in 2020.

Lymphoma patient’s CAR-T cell ‘miracle’

When Lynnette Williams-Briggs was diagnosed with advanced B-cell lymphoma, she thought it was a sure death sentence. A year later, her cancer is now in complete remission after successful chimeric antigen receptor — CAR-T cell — therapy at the Helen F. Graham Cancer Center & Research Institute’s Bone Marrow and Stem Cell Transplant Program. The highly personalized treatment extracts millions of T cells from a patient’s bloodstream, reprograms them to attack cancer cells and transplants them back into the patient for the fight. Briggs was the first person in Delaware to receive the therapy. A second patient had the treatment in December 2019, and our doctors are preparing several more people for CAR-T cell transplants in 2020.

“I would have driven anywhere to get life-saving treatment, but I am thankful that I didn’t have to. I found my miracle closer to home.”

Lynnette Williams-Briggs
SEAFORD, DELAWARE

Why do we anticipate the needs of others?
FOR THE LOVE OF HEALTH™
Innovation & Research

CURIOSITY IS A HALLMARK VALUE ACROSS CHRISTIANACARE.
OUR INNOVATIVE APPROACHES TO CARE AND TRANSFORMATIONAL RESEARCH DRIVE LASTING CHANGE IN PATIENTS’ LIVES AND PROPEL SCIENCE’S UNDERSTANDING AND TREATMENT OF DISEASE.

Advancing hope for lung cancer patients
In a giant step toward improving the lives of lung cancer patients, in spring 2019 ChristianaCare’s Gene Editing Institute announced that it would seek approval from the U.S. Food and Drug Administration to advance a clinical trial using CRISPR genome editing to improve the effectiveness of chemotherapy for treating K-ras-positive non-small-cell lung cancer. The disease is resistant to chemotherapy, and this landmark research may help prevent resistance.

New moms, text us your numbers
An innovative pilot technology project is helping postpartum women with hypertension avoid hospital readmission. The Twistle digital tool prompts participating women to measure their blood pressure and submit readings through secure text transfer. The intervention is part of a portfolio of programs addressing disproportionately higher hospital readmissions among African-American mothers.

Experts at heart
Our hearts are full of love for our patients, and two recently opened facilities enable us to better serve their heart and vascular needs. Christiana Hospital’s new Hybrid Operating Room combines surgery and advanced imaging systems in one state-of-the-art space. The facility is part of the Gerret and Tatiana Copeland Heart & Vascular Interventional Suites. Wilmington Hospital’s new Cardiology Care Unit offers excellent cardiac care. The new nine-bed suite provides care for a range of cardiac conditions, including heart failure, reducing the need for transfers to Christiana Hospital.
Health records in hand

Our smartphones hold a lot of life's details — contacts, conversations, work files, financial accounts — so it only makes sense that our health records join the list. ChristianaCare supports Health Records on iPhone, an encrypted and highly secure Apple Health app offering patients a view of medical records from multiple providers. The technology makes all available medical information, including allergies, conditions, immunizations, lab results, medications, procedures and vitals, available on demand.

Tablet is mightier than pen

ChristianaCare’s CritiTrac iOS application, which supports real-time documentation during a Code Blue emergency, received national recognition with a FutureEdge 50 Award from IDG’s CIO. A Code Blue is when a hospital care team rapidly responds to resuscitate a person in cardiac arrest. Developed at ChristianaCare’s Health & Technology Innovation Center, the iPad app is designed to reduce variability, better coordinate care delivery and improve data collection during Code Blue events.

Getting ready for chemo — virtually

In October 2018, our virtual reality positive distraction therapy earned the prestigious 2018 Magnet Prize for calming patients’ stress by visually transporting them from the chemotherapy suite to beautiful locales far away. This year, the Helen F. Graham Cancer Center & Research Institute is focusing the technology closer to home. Our oncology nurses are using virtual reality to educate patients about what to expect during chemotherapy. A short video walks patients through all points in the process, from the waiting room to blood tests to the pharmacy to treatment. The tool is the centerpiece of a clinical trial that’s testing its effects on patient anxiety and self-efficacy going into treatment. Radiation oncology is also developing a similar trial using the technology for patients receiving radiation treatment.

“Health Records on iPhone puts the ownership of health records where it belongs – with the patient.”

Randy Gaboriault, MS
CHIEF DIGITAL AND INFORMATION OFFICER

Wired care for our caregivers

As health care professionals, we understand that to be fully available to patients we must be physically and emotionally healthy ourselves. ChristianaCare’s new Virtual Primary Care Practice for our caregivers and their spouses enables them to connect with a health care provider via a smartphone, tablet or personal computer, 24 hours per day, 7 days a week instead of making in-person appointment in a doctor’s office. As of November 2019, the practice has seen more than 1,000 visits and sent more than 14,000 secure messages via the patient engagement platform Twistle.

systems of care
Research

Face down for better outcomes

Worldwide, often-fatal acute respiratory distress syndrome (ARDS) is thought to be responsible for 10% of all intensive care unit admissions. Research shows ARDS patients have better outcomes when positioned prone, or face down, instead of supine, or face up. A recent article by ChristianaCare’s Dannette Mitchell, MSN, and Maureen A. Seckel, MSN, in the American Association of Critical Care Nurses’ Advanced Critical Care journal outlines how we’ve updated our ARDS procedures and created standard of care prone positioning interdisciplinary guidelines for all adult critical care units.

$25 million to excel at accelerating science

ChristianaCare and four partners will share a five-year $25 million grant renewal to support research that advances medical science and transforms health care delivery. Since 2013, ChristianaCare has been part of Delaware’s Center for Translational Research

ACCEL Program — ACCEL stands for “accelerating clinical and translational research” — a University of Delaware led collaborative of public research institutions. The recent grant award — $20 million from the National Institutes of Health and $5 million from the state of Delaware — will continue the collaborative through 2023.

Our research has a laser focus on improving health outcomes, and ACCEL helps us take our results from the bench to both the bedside and the community.”

Ken Silverstein, M.D., MBA
EXECUTIVE VICE PRESIDENT
& CHIEF CLINICAL OFFICER

Gene editing on a chip

Using once unimaginable technology, ChristianaCare’s Gene Editing Institute and Israeli biotech company NovellusDx have launched a breakthrough CRISPR gene-editing tool that offers radical new promise in the treatment of cancer.

In just 24 hours, NovellusDx technology uses computer algorithms and live cells to rapidly probe genetic mutations in a patient’s cancer tumor. The process identifies so-called “driver mutations” that are most closely involved in cancer progression. The technology also screens different cancer drugs to determine which are likely to be most effective at shutting down driver mutations.

“With this tool, we can use a DNA sample as a blank canvas, where we can reproduce an individual patient’s specific tumor mutations in just 24 hours. And then NovellusDx can integrate this DNA sample into its diagnostic platform, which could be a major advance for personalized cancer care.”

Eric Kmiec, Ph.D.
DIRECTOR OF THE GENE EDITING INSTITUTE

“Gene editing on a chip”
Testing to catch breast cancer sooner

Good news for women across our region: ChristianaCare is expanding genetic counseling and testing for early onset, triple negative and HER2 negative metastatic breast cancers. Our Familial Cancer Risk Assessment Program, part of the Helen F. Graham Cancer Center & Research Institute, received a $150,000 grant from the Association of Community Cancer Centers in partnership with Pfizer Global Medical Grants to expand counseling and BRCA — BReast CAncer gene — testing for women, especially underserved minorities who are at greater risk for triple-negative breast cancer.

The gift of understanding cancer

Two gifts from the Lisa Dean Moseley Foundation will advance critical stem cell cancer research at the Helen F. Graham Cancer Center & Research Institute. Jennifer Sims-Mourtada, Ph.D., director of Translational Breast Cancer Research at the center, received a $659,538 grant to further her research on inflammation as a driver of triple-negative breast cancer, a particularly difficult cancer to treat. Bruce Boman, M.D., Ph.D., received a $914,577 grant for his work to understand the dysregulated cellular mechanisms that cause stem cell overpopulation, which drives colon tumor development.

Hope in the fight against rare tumors

In exciting news for patients with certain rare cancers, the Helen F. Graham Cancer Center & Research Institute is one of the first sites in the country approved to offer peptide receptor radionuclide therapy, a form of targeted therapy tailored to a person’s individual molecular makeup.

The new treatment for adults with advanced, cancerous neuroendocrine tumors that develop in the pancreas and gastrointestinal tract uses the drug Lutathera. Clinical trials in 229 patients showed nearly 80% of patients receiving Lutathera survived for much longer periods of time without tumor growth compared to patients receiving the standard of care.

13% of patients on Lutathera experienced complete or partial tumor shrinkage
Pumping iron for heart failure
Across the U.S. more than 5 million people live with heart failure. ChristianaCare’s Center for Heart & Vascular Health is conducting research to determine the efficacy and safety of iron therapy using intravenous ferric carboxymaltose when treating patients in heart failure with iron deficiency and a reduced ejection fraction.

Proven approach tested with new patients
The CardioMEMS HF System is currently used to wirelessly measure pulmonary artery pressure and heart rate to guide heart failure (HF) management in NYHA Class III HF patients who have been hospitalized for HF in the previous year. The GUIDE-HF trial will evaluate the use of the CardioMEMS HF System for wirelessly measuring pulmonary artery pressure in patients for whom the approach isn’t currently used.

OPTIMIZE research to optimize heart and vascular care
ChristianaCare is participating in OPTIMIZE, a landmark study in interventional radiology. The multicenter clinical trial is evaluating the safety and effectiveness of the Svelte Drug-Eluting Stent Integrated Delivery System and Rapid Exchange platforms. These novel approaches to coronary stenting are shown to improve procedure efficiency and reduce costs, while also enhancing patient outcomes and comfort.

Curbing post-hysterectomy opioid prescribing
In an effort to offset opioid use and misuse after surgery, ChristianaCare conducted a meta-analysis on the prescribing of opioids following hysterectomy. Our research shows a wide variability in how physicians approach postoperative pain. The study also indicates an opportunity to develop guidelines for post-hysterectomy opioid prescribing that would help decrease the availability of opioids.

Anemia’s impact
ChristianaCare was part of a groundbreaking study — the second largest ever — of the impact anemia has on pregnant women in India and Pakistan. Analyzing records of slightly more than 100,000 women, the research found anemia is very common in this group of women, and severe anemia was associated with stillbirth, preterm birth and neonatal mortality.

Inducing early for better outcomes
ChristianaCare participated in a landmark research trial that showed inducing labor at 39 weeks actually decreases the risk of cesarean delivery, reduces incidences of preeclampsia (a common pregnancy complication) and tends to be associated with better newborn outcomes.

Why do we innovate and conduct research?
FOR THE LOVE OF HEALTH™
Partnering to strengthen the health of our community
WHEN WE PARTNER WITH COMMUNITIES WE SERVE, WE ACHIEVE BETTER HEALTH.

CHRISTIANACARE WORKS HAND-IN-HAND WITH COMMUNITY-BASED ORGANIZATIONS ON INNOVATIVE PROGRAMS AND SERVICES THAT ADDRESS BARRIERS TO GOOD HEALTH. TOGETHER, WE TRAVEL THE JOURNEY TO GREATER HEALTH AND WELL-BEING WITH EACH INDIVIDUAL AND COMMUNITY.

Meet BRENDA for breast health

BRENDA may not be a real person, but she’s still helping to save the lives of Wilmington women.

In Delaware, an aggressive form of cancer known as triple-negative breast cancer affects African-American women more than Caucasian women — 33% to 12%. A group of ChristianaCare volunteers — many inspired by their own or a loved one’s cancer journey — are fighting back with an educational program called “The Story of BRENDA.” The life-saving acronym stands for Breastfeed; Reduce consumption of alcoholic and sugary beverages; Exercise 2.5 hours each week; Nutritious food; Do not smoke; Achieve a healthy body weight.

Community investment fund

Continuing our mission to serve our neighbors, ChristianaCare invested $1.9 million to make a healthy impact on the community through the new Community Investment Fund. The Office of Health Equity distributed 32 grants to community organizations including Project New Start, Ministry of Caring and the Family Counseling Center of St. Paul’s.

Supporting work and play for better health

ChristianaCare uplifts community-building work — and play — that’s helping underserved areas of Wilmington get healthier. Our recent $1 million gift to REACH Riverside Development Corporation supports the nonprofit organization’s revitalization initiative in Wilmington’s Riverside community. And our ongoing commitment to Play Streets!, a City of Wilmington summer program that provides safe places for children to play and adults to access health care resources, promotes healthier families and communities across the city.

“ This partnership with REACH Riverside will help the people who live and work in the Riverside community to realize their own vision for a healthy lifestyle, with better access to health activities, lively places to learn and play and caring partners who will work with them to develop solutions that meet their needs. ”

Janice E. Nevin, M.D., MPH
PRESIDENT & CHIEF EXECUTIVE OFFICER

With hope comes healing

When life throws punches, healing begins with hope — and ChristianaCare’s new Center for Hope and Healing at Wilmington Hospital helps people start the journey. Offering a unique, specialized blend of behavioral health and primary care services, as well as community interventions for significant social needs, the Center helps patients get healthier and prevents unnecessary hospital visits.

“ We understand the challenges that our patients face, and we are here to walk with them every step of the way on the road to meeting their health goals. We are not only healing bodies and minds with excellence; we are serving souls with love. ”

Linda J. Lang, M.D.
CHAIR OF THE DEPARTMENT OF PSYCHIATRY
Why do we partner with others?

FOR THE LOVE OF HEALTH™

Reading, writing, math and health care

School is in session for Delaware kids, and so is our first elementary school-based health center. In partnership with the Red Clay School District, we are helping Wilmington children receive treatment for minor injuries and illnesses during the school day and get immunizations and health screenings in coordination with their primary care physician. In addition to the elementary age center, we also operate 19 health centers in high schools across New Castle County.

Open wide for cancer prevention

Seniors from St. Patrick’s Community Center, a nonprofit that builds community, addresses poverty and restores hope for people on Wilmington’s East Side, visited Wilmington Hospital for oral cancer screenings. Along with the potentially life-saving free screenings, they received health information and gift bags filled with oral health supplies.

“Early detection is the single most important predictive factor in favorable outcomes for oral and oropharyngeal (throat) cancers, yet only 14% of U.S. adults report ever having an oral cancer examination during the past year.”

Etern S. Park, M.D., D.D.S.
ASSOCIATE PROGRAM DIRECTOR OF THE ORAL & MAXILLOFACIAL SURGERY RESIDENCY PROGRAM

Friends for good health

For many Delawareans, overwhelming obstacles block the path to good health. Stresses of poverty and other related inequities — including lack of access to affordable, healthy food and safe, affordable housing — can cause health problems and prevent people from seeking or following through on care when illness arises. Our Community Health Workers guide patients and families through health, social and community services available to help break down barriers to becoming and staying healthy. Offering a unique combination of emotional and practical support, our community health workers are part of the communities they serve, and are more peer than provider.

An Rx for carrots

Delaware’s fields grow a bounty of fruits, vegetables and grains. Yet, many Delaware residents can’t access or afford fresh produce essential to a healthy diet. ChristianaCare’s Produce Rx, a partnership with Central Baptist Church’s Urban Acres community-owned farm stand in Wilmington, makes healthy foods accessible and affordable by providing patients a “prescription” voucher to shop at Urban Acres. With diet surpassing smoking as the number one cause of death and disease in the U.S., offering our neighbors options for healthy eating is more than delicious, it’s lifesaving.

Diet now surpasses smoking as the number one cause of death and disease in the U.S.
Economic Impact on Our Community

ChristianaCare is an anchor to the economic viability of our community, providing financial activity, stability and job growth.

12,181 ChristianaCare caregivers make ChristianaCare the largest private employer in Delaware.

SUPPORTING
36,796 JOBS THROUGHOUT OUR COMMUNITY*

TAXES PAID BY CAREGIVERS

$39.24 million REVENUE TO THE STATE OF DELAWARE

$2.41 million REVENUE TO THE CITY OF WILMINGTON


Community Benefit Spending

At ChristianaCare, we have a strong commitment to the well-being of our state and of all Delawareans, as well as to our broader region. Our commitment extends to other anchor institutions — community organizations, nonprofits and public and private partners — to advance the health and well-being of all those we serve. In fiscal year 2019, ChristianaCare spent over $108 million on activities to strengthen our communities, build strong partnerships and improve the health and wellness of those we serve.

$108.42 million

$48.9 million HEALTH PROFESSIONS EDUCATION

$262,000 COMMUNITY BUILDING ACTIVITIES

$26.3 million MEDICAID

$22.78 million CHARITY CARE AT COST

$7.8 million COMMUNITY HEALTH IMPROVEMENT SERVICES AND COMMUNITY BENEFIT OPERATIONS

$878,000 COMMUNITY BENEFIT CONTRIBUTIONS

$1.5 million RESEARCH

$128,841 AVERAGE EACH CAREGIVER RETURNS TO OUR COMMUNITY PER YEAR

$1.56 billion CAREGIVERS COLLECTIVELY RETURN TO THE ECONOMY**

$3.41 million JOBS THROUGHOUT OUR COMMUNITY*

$1.56 billion REVENUE TO THE STATE OF DELAWARE

$2.41 million REVENUE TO THE CITY OF WILMINGTON

$2.41 million SUPPORTING TAXES PAID BY CAREGIVERS

$39.24 million REVENUE TO THE STATE OF DELAWARE

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ChristianaCare is a leading provider in the region with a network of primary care physicians, urgent care centers, medical and surgical specialists, research and clinical trials, home health care, imaging, laboratory and rehabilitation services.

By the Numbers Fiscal Year 2019

**Admissions**
53,121

**Radiology Procedures**
426,240

**Urgent Care Center Visits**
80,717

**Alzheimer’s Day Program Visits**
5,751

**Home Health Visits**
288,817

**19 School-Based Health Centers’ Student Visits**
31,491

**Outpatient Visits**
620,939

**Births**
6,035

**Surgical Procedures**
37,390

**Primary Care Physician Office Visits**
255,513

**Lab Tests**
3,711,019

**Emergency Department Visits Total**
195,602

**Uncompensated Care FY 2019**
$37 million

A combination of charity care and other care for which payment was expected but not received.

Expanding Primary and Specialty Care

While increasing access to care, ChristianaCare is growing the number of clinicians and reimagining the future of primary and specialty care in our community.
Comparative Cost of Hospitalization*

ChristianaCare consistently provides the best value to patients among the region’s top hospitals.

United States

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<th>Admissions</th>
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By the Numbers Fiscal Year 2019

Rankings‡

ChristianaCare ranks among the leading hospitals.

Caregivers

12,181

Including:

Nurses and Care Technicians 3,922
Resident 281

Volunteers

1,048

Hours Contributed

72,926

Financial Impact

$1.8 million

Source: AHA Annual Survey Database for Fiscal Year 2017
Excellence in advanced neurologic care

ChristianaCare’s multidisciplinary Neurosciences team provides comprehensive and advanced care for neurologic illnesses across the acute and ambulatory settings. As the largest and most comprehensive neurology practice in Delaware, subspecialties include stroke, epilepsy, multiple sclerosis, movement disorders, neuromuscular disorders, headaches/migraines, sleep and pediatric neurology. The team also provides neurodiagnostic services (EEG/EMG/Sleep), pain management, and physical medicine and rehabilitation care for patients across the entire health system.

STROKE PATIENT CASES 1,691
TRANSIENT ISCHEMIC ATTACK PATIENT CASES 199
EPILEPSY PATIENTS 96
MULTIPLE SCLEROSIS PATIENT VISITS 1,757
PARKINSON’S PATIENT VISITS 1,236

One of the nation’s most advanced cancer centers

The Helen F. Graham Cancer Center & Research Institute is one of the most advanced cancer centers in the country. A multidisciplinary care team of specialists including a surgeon, a medical oncologist or hematologist and a radiation oncologist provide the best treatment options. We provide the most advanced cancer-fighting technology and participate in the National Cancer Institute’s NCI Community Oncology Research Program (NCORP).

PATIENT VISITS 239,928
PATIENTS ENROLLED IN CLINICAL TRIALS 987
PATIENTS NEWLY DIAGNOSED AND/OR TREATED IN 2018 3,300
EXTERNAL BEAM RADIATION TREATMENTS 28,594

Leaders in heart and vascular care

ChristianaCare’s Center for Heart & Vascular Health is among the largest, most capable regional heart centers on the East Coast. It is the only center in the region that integrates cardiac surgery, vascular surgery, vascular interventional radiology, cardiology and interventional nephrology in a single location and under one roof.

OPEN-HEART PATIENT CASES 759
VENTRICULAR ASSIST DEVICE PATIENT CASES 19
PERCUTANEOUS MITRAL VALVE REPAIR (MitraClip) PATIENTS 8
LEFT ATRIAL APPENDAGE OCCLUSION (WATCHMAN) PATIENTS 56

TRANSAORTIC VALVE REPLACEMENT PATIENT CASES 160
CARDIAC-CATHETERIZATION PATIENT CASES 4,374
ELECTROPHYSIOLOGY PATIENT CASES 1,598
VASCULAR SURGERY PATIENT CASES 1,461
VASCULAR INTERVENTION PATIENT CASES 4,531

NEURO INTERVENTION PATIENT CASES 831
CARDIOVASCULAR NON-INVASIVE PATIENT STUDIES 40,511
VASCULAR ULTRASOUND PATIENT STUDIES 25,014
CARDIAC REHABILITATION MONITORED PATIENT VISITS 22,864
Headquartered in Wilmington, Delaware, ChristianaCare is one of the country’s most dynamic health care organizations, centered on improving health outcomes, making high-quality care more accessible and lowering health care costs.

ChristianaCare includes an extensive network of outpatient services, home health care, urgent care centers, three hospitals (1,299 beds), a Level I trauma center and a Level III neonatal intensive care unit, a comprehensive stroke center and regional centers of excellence in heart and vascular care, cancer care and women’s health. It also includes the pioneering Gene Editing Institute and was rated by IDG Computerworld as one of the nation’s Best Places to Work in IT. ChristianaCare is a nonprofit teaching health system with more than 281 residents and fellows. We are continually ranked by US News & World Report as a Best Hospital. With our unique, data-powered care coordination service CareVio™ and a focus on population health and value-based care, ChristianaCare is shaping the future of health care.
Concord Campus
- Breast Care
- Cardiology
- Endocrinology
- Imaging Services
- Laboratory Services
- Primary Care
- Radiation Therapy
- Rehabilitation Services
- Sports Medicine
- Women’s Health

Newark Campus
- Christiana Hospital (906 beds)
- Center for Heart & Vascular Health
- Center for Translational Cancer Research
- ChristianaCare Surgicenter
- Gene Editing Institute

Greenville Campus
- Eugene du Pont Preventive Medicine & Rehabilitation Institute
- Camp FRESH
- Cardiology
- Cardiac Rehabilitation
- Lab Services
- Obstetrics and Gynecology
- Primary Care
- Pulmonary Rehabilitation
- Rehabilitation Services

Middletown
- Middletown Emergency Department
- Middletown Health & Wellness Center
- Diabetes & Metabolic Diseases Program
- Family Medicine
- Imaging Services
- Rehabilitation Services
- Urgent Care Center

Smyrna Campus
- Smyrna Health & Wellness Center
- Cardiology
- Endocrinology
- Family Medicine
- Lab Services
- Medical Imaging, including non-invasive cardiovascular imaging and nuclear medicine
- Obstetrics and Gynecology
- Rehabilitation Services
- Urgent Care Center
- Weight Management

Cecil County Campus
- Union Hospital (72 beds)
- Cancer Services
- Medical Pavilion
- Urgent Care Centers

Urgent Care Centers
- ChristianaCare-GoHealth Urgent Care Churchmans Crossing
- ChristianaCare-GoHealth Urgent Care Glasgow Medical Center
- ChristianaCare-GoHealth Urgent Care Middletown, Sleepy Hollow
- ChristianaCare-GoHealth Urgent Care Smyrna
- ChristianaCare-GoHealth Urgent Care STAR Campus

Regional Services
- Alzheimer’s and Dementia Day Programs
- ChristianaCare HomeHealth
- HealthCare Center at Christiana
- Imaging Services
- Primary Care Centers
- Rehabilitation Services
- School-Based Health Centers
- Specialty Practices
- Springside Plaza
The ChristianaCare Way

We serve our neighbors as respectful, expert, caring partners in their health.
We do this by creating innovative, effective, affordable systems of care that our neighbors value.

ChristianaCare is a private, nonprofit regional health care system that relies in part on the generosity of individuals, foundations and corporations to fulfill its mission. To learn more about our mission, please visit christianacare.org/donors.