

Spotlight

Planned Parenthood Southeastern Pennsylvania • Fall 2022



Message from Dayle Steinberg, President & CEO

In December of 2021, the PPSP Board and staff embarked on a strategic-planning process. At the time, we knew that the unstable environment we found ourselves in presented multiple obstacles and unknowns ahead, including the long-term impact of the pandemic, election outcomes,

and the real possibility of Roe being overturned. But, we also knew that future uncertainty on multiple fronts should not prevent us from taking advantage of opportunities ahead.

In December we engaged with a consulting team to lead us through a six-month, comprehensive strategic-planning process, which focused on mission-alignment, and the creation of five key strategic priorities along with key foundational priorities and enablers. The process delivered on its promise of being exceptionally inclusive of multiple voices across all levels of the agency and Board. In June the Board approved our FY23 - 25 strategic plan to implement in July 2022.

We are seizing the opportunity to lean into our existing strengths and collecting and utilizing actionable data to make necessary changes. An outcome of the multifaceted and ultra-comprehensive planning process shows us that our mission, values, services and programs remain central to our future sustainability and reach in our communities. The strategic-planning process placed our mission as our North Star and established the path forward by creating a 3-year roadmap for success.

We are employing principles of racial and social justice in all organizational decision-making; centering community and patient voices to ensure our services address our communities' needs; addressing health inequities and enhancing access to critical care in underserved communities; cultivating an inclusive and empowering internal culture; and strengthening organizational sustainability and resilience.

Although significant external challenges still loom, the outcome of Pennsylvania elections has relieved us of the threat of statewide abortion bans and frees us to expand abortion access in our four-county region.

Our strategic plan (see page 2) and its accompanying imperatives, priorities and initiatives position us to strengthen PPSP's foundational elements and harness the passion and skills of our dedicated staff to better serve our communities through health services, education and advocacy.

Your Story Matters. Share it with the PPSP Stories Project



Throughout nearly 100 years of service, despite countless challenges and struggles, Planned Parenthood Southeastern Pennsylvania has stood strong on our fundamental belief that everyone deserves high-quality, affordable health careregardless of who they are, or their ability to pay.

The PPSP Stories Project highlights the diverse voices of past and present patients, staff, students, and so many other community members whose lives have been touched by PPSP. Woven together, these experiences will tell our ever-evolving story.

This is your invitation to share your story with us.

Whether you came to us for care, were an employee or volunteer, or participated in sex education classes -- we want to hear from you.

Visit https://ppsp-stories-project.constantcontactsites.com/ to read and share today.

We continue to stand strong with help from generous supporters like you.

More than ever, people need trustworthy, high-quality care and information to make decisions about their lives and futures. Your support ensures PPSP's ability to continue to deliver that care throughout our communities.

Our Mission

To provide sexual, reproductive and complementary health services; deliver comprehensive sexuality education; and advocate fiercely for the protection and advancement of health equity and access to care - all with a strong commitment to cultural humility.

Strategic Priorities and Areas of Focus

Racial & Social Justice (RSJ)

- 1. Systems of Accountability
- 2. Communication

3. RSJ Strategic Plan Alignment

Patient Experience & Access

- Access & Outreach
- Staffing
- Service Mix

Employee Experience

- Onboarding
- Learning & Development
- Recruitment & Retention

Community **Engagement**

- Partnerships
- Centering
 Marginalized Voices

Sustainability

- Guiding Principles
- Shared Accountability
- Revenue
 Diversification

Measuring Progress: Balanced Scorecard

Demonstrate improvement in key patient experience metrics, including performance against national Planned Parenthood quality and experience benchmarks

Demonstrate improvement in degree of pride in the organization, intent to stay, willingness to recommend, and overall workplace satisfaction

Patient Experience

- Total Patients Served
- 3rd Available Appointment
- Likelihood to Recommend

Community Engagement

 Community Partner Survey or Tiered
 Partner Relationships Demonstrate organizational responsiveness to community and advocacy needs, and involvement with mission-aligned partners

Employee Experience

Composite Employee
 Experience Measure

Sustainability

• Operating Margin %

Ensure financial sustainability of the organization and monitor performance against national Planned Parenthood benchmarks

RSJ

Key results above will also be evaluated through RSJ lens

Measure all key results from the lens of RSJ to actively identify gaps in outcomes by different segments and monitor progress of RSJ strategic priority against strategic plan

An "Epic" Transition for PPSP

This November, PPSP and 17 other Planned Parenthood affiliates successfully transitioned our Electronic Health Record systems (EHR) to Epic, the most widely used EHR across the country. Epic improves patient care coordination, enhances standardized workflows, and offers excellent provider-to-patient communication.

PPSP is committed to accessible, affordable, patient-centered care, and we are thrilled with the many ways Epic enhances patient experience. The Epic MyChart Patient Portal is an easy-to-use tool, through which patients can see a list of their medications, test results, upcoming appointments, medical bills, cost estimates, and more-all in one place, even across multiple health care organizations.



The Power of Partnership: PPSP Education

PPSP's Education staff partners with more than 50 schools and organizations to deliver fact-based and inclusive sex and reproductive health education to over 2,500 people each year. And, while school-based programming composes a large proportion our work, we also provide education to adults. We know that people of all ages need age-appropriate, non-judgmental information to make informed choices about their relationships, understand their boundaries, and achieve their goals.

In one powerful example of our adult-focused programming, our Community Educators recently partnered with Women Against Abuse (womenagainstabuse.org), to provide education programs at their Philadelphia-based residential facilities for adult women and their children who are fleeing domestic violence.

We delivered trauma-informed Healthy Relationships workshops, engaging in dialogue about elements of healthy and unhealthy relationships; discussed accessing resources to improve relationships and communication with partners; and shared ideas for initiating conversations with our children about positive relationships. The workshops were deeply emotional experiences for our participants and several residents provided feedback about this being the "most powerful and meaningful" programming they have received while living at Women Against Abuse facilities.

In addition to workshops for adults, we also created a video that explains how to become an "Askable Adult," a resource for young people who have questions about sexual and reproductive health and relationships. Visit our website to learn more about our range of Education programs, view videos, and find additional resources.

Epic will improve our efficiency, reporting and data analytics, and critically, patient care. Epic also enhances health center workflow through secure collaboration and information sharing among clinicians, quick access to patient records through the MyChart application, and seamless integration across all functional areas.

In the first week of Epic use, 40% of patients seen registered for MyChart. We are so proud of what our health center staff have accomplished with this "Epic" transition, and look forward to the incredible impact it will have on our teams, and our patients.



External Affairs Looks Ahead to 2023

The External Affairs Department is looking ahead to 2023 with excitement for the opportunities to add new team members, new programming, and collaborations regionally and at the state and national levels. The SCOTUS decision brought in a surge of more than 400 new volunteers, and we are working to onboard them to serve as Patient Escorts.

Our Patient Escorts provide a strong and vital presence outside of our health centers in the face of heightened and hostile protester activity. This program has evolved over the last several months into one that is volunteer-led. With the influx of new volunteer applicants, we are seeking to expand our programming and training in order to provide a consistent and supportive presence for our patients and staff.

We are looking forward to bringing back additional inperson volunteer opportunities including our Health Center Advocacy Program and our Patient Storytelling Project over the coming months. The External Affairs department now includes our Security and Marketing teams, and we are eager to collaborate with our partners in other departments, including Patient Services, Education, and Development to bring forward a renewed PPSP vision of public and community outreach.

Fall Gathering 2022 and Save the Date for Spring!

On Thursday, October 27, nearly 200 PPSP supporters gathered for our first in-person event in Philadelphia since 2019. Held at Cherry Street Pier, guests enjoyed a fabulous spread donated by Jeffrey A. Miller, 12St Catering, Catering by Design, FCM Hospitality, Feast your Eyes Catering, and Peachtree Catering and Events.

The evening culminated with a riveting panel discussion with On the Divide Directors, Maya Cueva and Leah Galant; NARAL President Mini Timmaraju; and activist, speaker, and Random House Vice President and Executive Editor, Jamia Wilson, moderated by PPSP President & CEO, Dayle Steinberg.







PPSP extends our deepest thanks to our guests, sponsors, event donors, caterers, and our incredible panelists.







Save the Date!

PPSP will hold our Spring Soiree in Chester County at the Philander Chase Knox Estate on Friday, May 12, 2023.



We are looking for volunteers to join our Event Committee. To learn more, please email ppsp@ppsp.org.