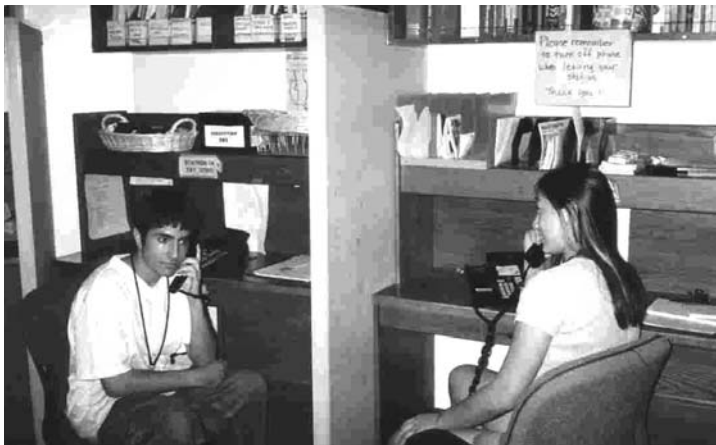


Embracing CEDARS-SINAI MEDICAL CENTER. Our Community

A newsletter produced by the Department of Community Health and Education at Cedars-Sinai Medical Center

TEEN LINE: Where Troubled Teens Turn to their Peers



TEEN LINE volunteers field questions from more than 10,000 troubled teenagers annually.

Susan, a 17 year-old, really needed someone to talk to. Her date rape experience and other problems such as physical and emotional abuse at home had led her to many incidents of self-injury. This time Susan had attempted suicide by swallowing more than 30 aspirin pills. Fortunately, Susan knew about TEEN LINE, a teen-to-teen hotline based at Cedars-Sinai Medical Center that was formed to help troubled teenagers, and she placed a call. Charlotte, one of TEEN LINE's teenage volunteers, spoke with Susan for more than an hour and helped convince her to accept professional help to cope with her distress.

TEEN LINE was created in 1980 by a group of mental health professionals who, through their personal work with teenagers, realized that a more inclusive approach to adolescent mental health was needed. After extensive research and consultation, they developed the teen-to-teen hotline with associated outreach services. The program has been affiliated with Cedars-Sinai Medical Center's Department of Psychiatry and Behavioral Neurosciences since its inception.

"Our program is based on the premise that when teenagers encounter problems, they usually turn first to their peers for advice," said Elaine Leader, Ph.D., TEEN LINE Executive Director. "Many teens think their parents can't possibly understand what's happening in their lives and that their friends might laugh or abandon them. Our program provides a safe, confidential way for teens to talk things out with a peer who can understand and who will listen, but not judge."

Staff members carefully screen and select about 125 teenagers per year for hotline and outreach training. The teen volunteers complete a 60-hour training program that emphasizes specialized listening and communication techniques. Training topics include crisis intervention, family life, cultural diversity, values clarification, sexuality, addictions, abuse, self-destructive and life threatening behaviors.

The TEEN LINE volunteers help callers clarify their concerns, define and discuss options available, and make referrals to community resources. They respond to their peers on issues including abuse, drugs and alcohol, divorce, depression, homelessness, gangs, sex, pregnancy, violence, suicide, eating disorders and relationships. More than 10,000 teens annually contact TEEN LINE's hotline and e-mail service, and the program's web site receives more than 140,000 hits per year from around the world.

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Which one of the following groups do you think could benefit most from community health and education programs — children, adolescents, adults or older adults?

The correct answer is all of them. Although the content and focus of community

health efforts differs depending on the age group, it is clear that the best way to improve the health of the community is by reaching out to each age group with appropriate education and screening programs.

Several of the articles in this issue of *Embracing Our Community* illustrate how Cedars-Sinai partners with community organizations to meet the spectrum of healthcare needs across all age ranges. Whether it's the TeenLine Program reaching out to a largely underserved population that struggles with issues precariously poised between childhood and adulthood; or our collaborative work with local agencies providing programs targeted to seniors who are learning skills to help them cope with the effects of Alzheimer's disease; or our mobile COACH for Kids and Their Families program serving children who might otherwise have no access to healthcare services. Cedars-Sinai's community health efforts span virtually all age groups.

Because the community's needs for healthcare grow and change over time, so have Cedars-Sinai's community benefit partnerships and programs. The Community Needs Assessment that we undertake every three years provides a roadmap for Cedars-Sinai's outreach. We look forward to sharing with you new data and plans that will grow from the 2007 Community Needs Assessment, to be completed the end of this year.

Cedars-Sinai's commitment to helping our community grow stronger and healthier is a cornerstone of our mission. On behalf of all of us at Cedars-Sinai, I would like to extend a personal thank you to all who continue to participate in bringing vital programs and services to those who most need them in the community.

Sincerely,

Thomas M. Priselac
President and Chief Executive Officer

COACH for Kids® Highlight: COACH “Trains” COW

Cedars-Sinai Medical Center's COACH for Kids and Their Families® (Community Outreach Assistance for Children's Health), brings no-cost, quality healthcare services to low-income youngsters throughout Los Angeles County. The large, medical units on wheels are staffed by Cedars-Sinai professionals and provide preventive care such as immunizations and screenings in addition to diagnosis and treatment of acute illnesses.

Now COACH has mentored a similar program in Santa Barbara County called COW (Clinic on Wheels). “The COACH program, which started in April 1994, has become a national standard for all mobile units,” said Michele Rigsby Pauley, RN, CPNP, manager of COACH. “We believe it's our responsibility to mentor other medical centers who want to start a similar program and when Santa Barbara Cottage Hospital Foundation came to us for assistance, we were happy to oblige.” After four years of planning, the Santa Barbara COW program is up and running and is estimated to reach about 1,200 school-aged children annually.



Last year COACH provided over 20,000 visits, including case management and dental.

Protecting People From the Flu

The best way to prevent the flu is by getting an annual flu vaccination. Cedars-Sinai Medical Center has been busy helping to protect seniors in the community during this flu season by providing and administering flu shot clinics. Over a vigorous six-week period, Cedars-Sinai offered eight free clinics throughout the community at senior centers, churches and synagogues. Led by Logan



Williams, Manager of Community Health & Education and Gail Millan, Education Program Coordinator for Nursing, Research & Development, the clinics included not only the flu shot but pneumococcal immunizations as well. In addition consultations and educational materials were provided to participants.

More than 450 flu shots and 75 pneumococcal shots were administered, with each clinic

staffed by three volunteer nurses. “We are providing access to many seniors who have difficulty getting to a setting that's acceptable to them,” said Brian Kan, MD, Medical Director of the Prevention and Management of Chronic Disease Program in the Cedars-Sinai Department of Community Health. “The responses we have received from participants and community organizations have been overwhelmingly positive.”

Commitment to Caring – Highlighting Our Partners

Alzheimer's Services: Providing Assistance and Care

Cedars-Sinai Medical Center partners with many community organizations that provide services for individuals with Alzheimer's disease. While Cedars-Sinai provides a full range of diagnosis and treatment services for individual's with Alzheimer's, the following article highlights a few of our community's important resources.

Alzheimer's Association

The organization offers many programs and services for seniors including:

Patient and Family Services –

Includes a helpline, caregiver classes, a home care assistance program, the Safe Return program, and support groups.

Community Outreach and Development –

Programs targeted to African Americans, Asian and Pacific Islanders, and Latinos.

Assistance League's Hollywood Senior Multipurpose Center's Adult Day Care Center

The Adult Day Care Center offers affordable respite and care in a friendly and safe environment. The Center's setting is specifically designed to minimize hazards and confusion for memory-impaired individuals, and offers them the freedom to move about.

Adult Day Support Center

For ambulatory seniors (62+) with or without physical, emotional or mild memory-impairment who desire recreational day programs.

Alzheimer's Day Care Resource Center

For those (60+) with any form of dementia or physical impairment, such as Alzheimer's Disease, Parkinson's Disease, developmental disabilities or stroke, who require assistance with activities of daily living.

Assistance League's Leeza's Place

When television personality Leeza Gibbons' mother was diagnosed with Alzheimer's disease, she and her family found it difficult to locate the specific support they needed to assist both their mother and themselves. To help others who are facing the same challenges, Leeza's Place was founded

and provides programs that offer emotional, educational and social support for caregivers, families and their recently diagnosed loved ones.

Leeza's Memory Television™ helps families produce a video history that highlights the stories of grandparents, parents and children.

Nutritional Program - Provides specific information tailored to individualized wellness for optimal health and longevity to clients.

Confident Caregiver Courses - Classes for those who care for Alzheimer's patients are offered.

Jewish Family Services of Los Angeles (JFS)

JFS offers vital services to people of all ages, ethnicities and religions. Its programs include counseling for families and individuals, support programs for the elderly and recent immigrants, housing for the homeless and abused, and food for the hungry. JFS' assistance programs for older adults range from friendly visiting and home support services to nutritional programs and senior centers.

Alzheimer's Day Care Resource Center

– A medical, social and rehabilitative program geared toward the Alzheimer's population and their families and/or caregivers. Individuals participate in a wide variety of stimulating and rehabilitative activities.

Partners Adult Day Health Care

This program serves adults with disabilities, frail individuals, and those with dementia or Alzheimer's with nursing and rehabilitation services in an attractive, non-institutionalized setting.

How to Find Help

The Alzheimer's Association

5900 Wilshire Boulevard,
Suite 1100, Los Angeles
Phone: 323-938-3379
Website: www.alzla.org

Assistance League's Hollywood Senior Multipurpose Center's Adult Day Care Center

1360 N. St. Andrews Place,
Los Angeles
Phone: 323-957-3900
Website: www.assistanceleague.net

Assistance League's Leeza's Place

1370 North St. Andrews Place, Hollywood
Phone: 323-460-6877
Website: www.leezasplace.org

Jewish Family Service of Los Angeles

6505 Wilshire Boulevard
Suite 500, Los Angeles
Phone: 323-761-8800
Website: www.jfsla.org

The difference between Alzheimer's and normal age-related memory changes*

Someone with Alzheimer's disease symptoms

Forgets entire experiences
Rarely remembers later
Is gradually unable to follow written/spoken directions
Is gradually unable to use notes as reminders
Is gradually unable to care for self

Someone with normal age-related memory changes

Forgets part of an experience
Often remembers later
Is usually able to follow written/spoken directions
Is usually able to use notes as reminders
Is usually able to care for self

* Information courtesy of the Alzheimer's Association.

Department of Community Health and Education

Community Benefit activities are integrated and delivered through more than 20 Cedars-Sinai departments, with many specialists contributing their expertise in specific areas. While dozens of Cedars-Sinai departments offer services and lead programs designed to benefit vulnerable populations in the community, caring for the needs of the community is the sole purpose and single focus of the Department of Community Health and Education. The Department of Community Health and Education is responsible for facilitating a planned and sustained approach to working with the community and partnering with other community-based organizations to increase access to preventive health information and to deliver community health services.

Community Benefit Update 2006

Every year in November, Cedars-Sinai Medical Center submits a "Community Benefit Update and Plan" report to the State of California. The report outlines our Annual 2006 Community Benefit accomplishments and plans for the coming year. Additionally, the report informs the California Office of State Health Planning and Development that Cedars-Sinai is assessing the needs of our community and partnering with the community to meet those needs. As always, we look forward to continuing our work to provide services, educate, innovate and build the capacity of our communities toward better health.

For more information about this newsletter, please contact **Cindy Levey, MPH, Senior Consultant** at (310) 423-9597.

TEEN LINE... Continued from page 1

"Volunteering at TEEN LINE and helping people gives additional meaning and depth to my life and allows me to do what I love and am great at. It has been one of the most significant elements of my life. It has improved my skills in both communication and helping others," TEEN LINE listener Sivan wrote in her college application essay.

In addition to the hotline, Teen Line's Community Outreach Program reaches out to the community by taking panels of volunteers to schools and youth groups to talk about topics specific to adolescents. More than 30,000 youth attend these outreaches annually where they receive helpful information and more importantly, find that whatever their problems, they are not alone. Over a million copies of TEEN LINE's resource handbook, the Youth Yellow Pages, have been distributed in the Los Angeles area.

In 2005, TEEN LINE opened a call center at the Tarzana Treatment Center in Reseda. This new location provides an opportunity for San Fernando Valley-based teens to volunteer because the West Los Angeles call center is too far away for them. This call center answers calls that originate from the San Fernando Valley and surrounding areas. TEEN LINE is considering an expansion into Riverside County as well.

For more information about TEEN LINE, please visit them on the internet at www.teenlineonline.org or call Dr. Elaine Leader at 310-423-1601.



CEDARS-SINAI MEDICAL CENTER.
Community Health and Education

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