



Mt. Washington
Pediatric Hospital

Where Children Go to Heal and Grow

An affiliate of University of Maryland Medical System and Johns Hopkins Medicine



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SUPPORTING
OUR COMMUNITIES



Mt. Washington Pediatric Hospital (MWPB)

Mt. Washington Pediatric Hospital (MWPB) is a comprehensive facility serving children with a variety of medical and rehabilitative needs. Located off a quiet street in one of Baltimore City's nicest neighborhoods, the hospital provides rehabilitation and medical care for patients from neonatal to young adult. More than 79% of the children treated are from financially disadvantaged families and consider our facility a home away from home. Our workforce includes more than 600 individuals and we treat nearly 9,000 patients annually on both an inpatient and outpatient basis.

MWPB's illustrious history dates back almost a century. In 1922, a medical social worker named Hortense Kahn Eliasberg sought to open a home where children could safely recover from illness or surgery. That same year, the Happy Hills Convalescent Home for Children opened in Northwest Baltimore. It has since evolved into a 102-bed post-acute hospital and is recognized as a leader in pediatric specialty care.

Today, MWPB remains committed to the mission Eliasberg established so long ago – improving the health and well-being of children who are ill, injured, or in need of specialized help. And, to improve the continuum of care across many disciplines, social determinants of health are taken into consideration to provide more comprehensive care.

MWPB's Community Advocacy Program (Also known as the "Do Gooders") works strategically to implement programming that has a positive impact within our community. MWPB and its top leadership and staff reach beyond hospital walls to fulfill a firmly held mission—to lower poor health outcomes in our community and to promote advocacy, wellness, community engagement and empowerment.

Our Mission

Mt. Washington Pediatric Hospital is dedicated to maximizing the health and independence of the children we serve. For many children, the transition from hospital to home is the most challenging step in the healing process. At Mt. Washington Pediatric Hospital, kids get sophisticated medical care in a family-friendly atmosphere. We want them to heal, grow and go home stronger with the skills that lead to happier, more independent lives. We support families to make sure the healing never stops—even after the hospital stay.

Our Vision

Mt. Washington Pediatric Hospital will be a premier leader in providing specialty health care for children, as distinguished by our:

- Quality of care
- Service excellence
- Innovation
- Multidisciplinary approach
- Family focus
- Outstanding workforce

Our Values

Mt. Washington Pediatric Hospital will act in a manner consistent with these values:

- **Quality:** Adhere to the highest standards of care in a safe environment
- **Integrity:** Act with honesty and truthfulness in all patient care and business activities
- **Respect:** Treat all individuals with compassion, dignity and courtesy
- **Education:** Promote lifelong learning

a message to OUR COMMUNITY:

If you ask anyone who has spent time at Mt. Washington Pediatric Hospital (MWPB), they'll tell you that our hospital is a special place. As a leader in pediatric specialty care, serving Baltimore, Prince George's County, and the surrounding region, MWPB plays a key role in the health of children throughout Maryland and beyond.

What sets MWPB apart? Our hospital's physicians, nurses, therapists, technicians, administrators and staff are by each patient's side along every step of the journey. We never stop working to help each child reach his or her maximum potential. We never turn away – and we never give up.

We are delighted to share this year's Community Health Improvement Report with you. This report includes information about our current Community Health Needs Assessment and Implementation Plan as well as the community advocacy efforts we undertook during fiscal year 2018. We hope that reading about our community benefit programs will give you a window into our personalized, high-touch approach to patient care.

MWPB is a jointly owned affiliate of the University of Maryland Medical System (UMMS) and Johns Hopkins Medicine. We are proud to support the community we serve, helping to bring access to specialty healthcare to every child who needs it.

We have launched exciting new programs for our patients and their families over the last year. Providing Resources to Empower Parents (PREP) is a bi-monthly event that brings a range of MWPB experts together to answer families' questions and provide resources in a relaxed, one-on-one setting. Our popular parent mentor program gives patient parents support, advice, and the listening ear of someone who really understands – a fellow parent whose children were once inpatients at MWPB.

The Fitness can Be Fun program, now in its fifth year, is going strong. It's a collaborative and mutually beneficial partnership between MWPB's Weigh Smart® program and Baltimore County Community College's physical therapy program – and it's tons of fun.

We look forward to continuing to serve our community's children and families, just as we have for 96 years and counting. It is an honor to safeguard children's health.

Sincerely,

Our hospital's physicians, nurses, therapists, technicians, administrators and staff are by each patient's side along every step of the journey.



Sheldon Stein
President and CEO
Mt. Washington Pediatric Hospital



Melissa Beasley
Community Advocacy Manager
Mt. Washington Pediatric Hospital

COMMUNITY HEALTH IMPROVEMENT REPORT

Fitness Can Be Fun Offers Creative Spin on Rehabilitation

The Baltimore City Community College (BCCC) physical therapist assistant (PTA) program trains students to work in rehabilitation settings, helping patients gain mobility, strength, and coordination. The program has partnered with MWPH for years as the site of clinical rotations. “MWPH has provided our students with invaluable resources and opportunities to learn about rehabilitation for the pediatric population,” said Debra Parson, PT, DPT, assistant professor in the BCCC PTA program.

Five years ago, BCCC’s PTA program deepened that collaboration with the launch of a new community service project: the Fitness Can Be Fun games.

The Fitness Can Be Fun games take place in May of each year. The PTA students create a fun game environment, making fitness and rehabilitation playful and appealing. Each year has a different theme, with a mix of new games and fan favorites. The program’s goal is for the PTA class to apply their clinical skills creatively to create a fun experience for kids that still focuses on rehabilitation and fitness. More than 100 people participated in this year’s games, including MWPH patients as well as community members.

Both MWPH inpatients and members of Weigh Smart®, MWPH’s family-focused weight management program, participate in the games. In operation since 2005, Weigh Smart® helps approximately 300 children a year, ages 2 to 17. The 12-week group program consists of 1 hour of education for children and parents each week combined with one hour of monitored exercise and play. There is also a self-paced track available, offering customized work with physical therapists, trainers, dietitians, and psychologists on a schedule that works for them.

This year’s theme was the five pillars of fitness: precision, agility, power, flexibility, and balance. Each of the five pillars had dedicated games, including a football toss, limbo, an egg-on-a-spoon race over different surfaces, and a fun obstacle course. Each game was modified for participants in wheelchairs, ensuring that the games were accessible for everyone.

“It’s such a fantastic collaboration, everyone who comes always has a good time,” said Michelle Demeule-Hayes, MS, RD, LDN, director of MWPH’s Center for Nutritional Rehabilitation. “The PTA students do an excellent job with guiding the kids through each game. It’s a great activity for getting the heart rate up, and it’s also a lot of fun.”

The Fitness Can Be Fun games also generate funds, through registration and vendor fees, which the PTA program donates to MWPH to support the Weigh Smart® program. The program has contributed over \$15,000 to MWPH since it began, with this year’s total exceeding \$3,000.

“It’s a win-win: a learning opportunity for our students, and a new spin on rehabilitation and exercise for MWPH’s Weigh Smart® participants and inpatients,” said Dr. Parson.

To learn more about the Weigh Smart® program, visit: <https://www.mwph.org/programs/weigh-smart>



Parent Mentors Provide a Lifetime of Empathy

When we’re going through an experience for the first time, from buying a home to having a baby, many of us find it helpful to talk with people who have gone through the process before. Even though the details of their experience may be different, knowing that they’ve walked down the same road – and can empathize with what we’re going through – can be an immense source of stress relief and comfort. The support of an experienced peer is even more important when we’re going through something as scary and confusing as having a child in the hospital.

MWPH’s parent mentor program aims to provide that critically important source of support for the parents of MWPH patients. The program, which was launched in October 2017, consists of two trained parent mentors who



Angela Sittler, Parent Mentor

meet with patient parents on a flexible schedule. Parent mentors visit the bedside of inpatient families to listen, provide emotional support, let families know about available resources, help families formulate questions to ask the care team, share practical strategies, and help to make families feel like they’re not alone.

“The program has been amazing. Talking to a fellow parent who has walked in the shoes of what a lot of inpatient families are going through is different than talking to a staff member, no matter how kind or sympathetic that staff member is,” said Michelle Hanover, MS, LBSW, patient family liaison. “To see a parent who has been there and who is now successfully managing life helps families realize there is a light at the end of the tunnel.”

Parent mentor and mom of three Monica Dang jumped at the chance to help other parents. “After going through some tough experiences with my own daughter, being a parent mentor gives me the opportunity to transform those painful moments into something positive by helping others,” she said. “I wish I had had a parent mentor to talk to back when my kids were inpatients at MWPH, and I’m happy to be able to be there for other parents today.”



Monica Dang, Parent Mentor

The program has been immensely popular, and in August 2018 the program will expand to include a third parent mentor. Each mentor has a unique experience and has children with different needs, allowing the program to match mentors with families in similar circumstances. In the nine months since it began, the parent mentor program has helped 63 families.

To learn more about MWPH’s parent mentor program, contact: Michelle Hanover at **410-578-2651** or email: mhanover@mwph.org.

PREP Program Brings Education Resources to Patients Parents

Parents of children with complex medical needs have a lot to juggle. Caring for a child who is sick or injured is already an exceedingly stressful situation, and parents don’t always know what questions to ask or what they should be doing to prepare for discharge.

That’s why MWPH’s new program – Providing Resources to Empower Parents, or PREP – is so important. Every other month, the PREP program brings together a wide range of resources, all of them ready to help patient families, in one place. The program began in July 2017 and has helped nearly 50 families so far.



“PREP is a great way for families to get customized advice and information outside of an appointment or hospital rounds,” said Michelle Hanover, MS, LBSW, patient family liaison. “It’s open to both inpatient and outpatient families, and parents really benefit by having one-on-one access to all of these specialists.”

The program generally takes place in the early evening. Departments across the hospital set up stations where they can provide information, advice, and support to parents in a relaxed setting. Family members can walk around the room and ask questions of hospital professionals. Dinner is provided, and the whole experience has a fun, low-key feel.



PREP gives parents the tools they need in order to facilitate a better transition home after discharge from the hospital,” said Joan Geckle, MSN, clinical staff nurse and parent education coordinator at MWPH. “It’s a friendly, open environment, which reduces stressors for parents. After they participate in PREP, parents are better equipped to ask questions.”

Here are just a few examples of the information parents can receive at PREP:

- Psychology – answers to questions about social development milestones, attachment, and bonding
- Nursing – tips about dosing medication correctly, G tube questions and answers
- Infection Prevention – information and tips on the different ways parents play a key part in preventing the spread of infection and keeping their children safe
- Lactation Support – help for moms interested in providing breast-milk for their infants, including pumping tips, equipment resources, and breastfeeding information
- Rehabilitation – information to help children make progress in motor skills and feeding
- Respiratory – answers to questions and respiratory resources
- Environmental safety – how to make your child’s home safer and reduce preventable injuries
- Child Life – tips on normalizing the hospital environment and reducing anxiety during procedures
- Parent Mentors – valuable perspective from parents who know what they’re going through

Additionally, parents receive a care binder, designed to help families organize their child’s medical information, appointment records, insurance information, test results, and provider information. Parent mentors are available to help families customize their binders to work for their child’s situation.

As the program continues to grow, MWPH hopes to get community partners involved in PREP. “Bringing in community-based resources will make the evening even more helpful for our patient parents,” Hanover said.

To learn more about MWPH’s PREP program, contact: Michelle Hanover at **410-578-2651** or email: mhanover@mwph.org.

MWPH Do-Gooders: Empowering the Community Through Advocacy and Education

Since 2010, MWPH's Community Advocacy Program has taken a proactive approach to child injury prevention and safety awareness education. The program establishes and maintains relationships with community leaders and government agencies that help create and promote programs that advocate for safety awareness and injury prevention; educate families, providers, and communities on safety and best practices; foster new partnerships and coalitions; improve organizational practices and influence policy and legislation.

MWPH's Community Advocacy program manager is responsible for overall management of the Do-Gooders program, monitors legislative activities relating to children's health care issues and services as our liaison between the hospital and collaborating community organizations.

End of Year Outcomes

of People Impacted: 31,773

Highlights:

- Participated in 37 Child Safety Seat Checks, up from 22 last year. Onsite surveys indicate an average 89% misuse rate for participating families. Now, 100% of the seats are installed safely and correctly.



- Held 12 Safety Baby Showers that provided safety kits and educational talks on injury prevention to 137 people and an audience that included parents and grandparents. Onsite surveys indicate a 50% increase in injury prevention knowledge following the event.
- Participated in 36 community health fairs and events, more than twice the stated goal, and met local businesses and residents where they are.
- Provided 7 presentations and talks on topics such as preventable injuries, asthma, lead poisoning, obesity prevention, and safe sleep.
- More than 120 children completed our second Bully & Violence Prevention Program, up from 90 last year. The concept is to empower children to be an advocate and to help them understand that there is power in their words and actions.
- Provided 15 classes to parents at risk for child maltreatment at St. Jerome's Head Start and Baltimore City Head Start Programs. The program was initially offered at the St. Jerome's and Baltimore City Head Start Programs, and then expanded to include St. Vincent DePaul, Union Baptist, and St. Bernadine's and Dayspring Head Start Programs.
- Developed custom training and educational materials for several schools and community-based organizations. This targeted pedestrian, poisoning and fair safety, for instance, as well as diabetes and weight management, bullying prevention and autism awareness.

CHNA IMPLEMENTATION PLAN

In July 2017, the MWPH Community Empowerment Team met to review data and discuss priorities that MWPH would focus on for the next three years.

Analysis of all quantitative and qualitative data identified these top seven areas of need within Baltimore City. These top priorities represent the intersection of documented unmet community health needs and the organization's key strengths and mission. The priorities listed below were identified and approved by the MWPH Community Empowerment Team and Hospital Board (6/14/18) and validated by health experts from the Baltimore City Department of Health, local schools of medicine, nursing, rehabilitation, social work and MWPH employees who engage in community affairs.

MWPH priorities were identified as follows:

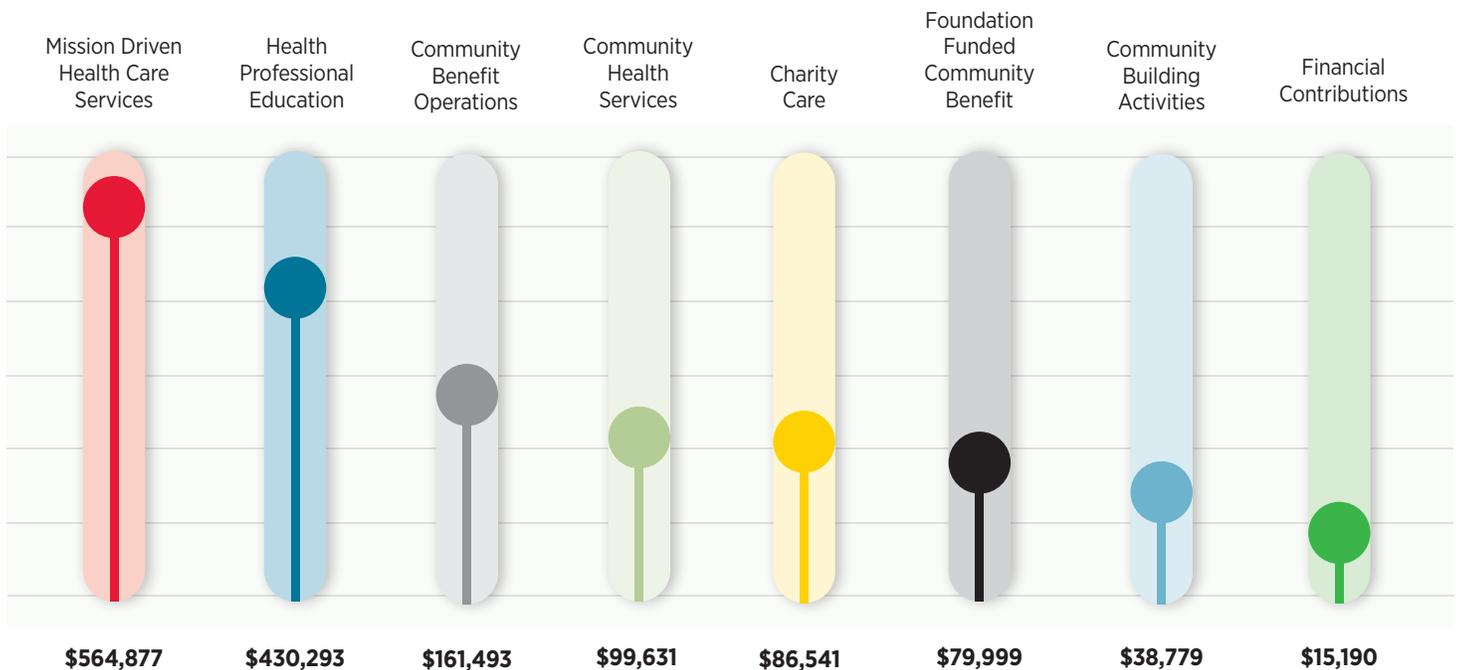
1. Health Literacy/Chronic Disease Prevention Education
2. Violence & Child Maltreatment
3. Transportation
4. Behavioral Health & substance Abuse
5. Access to Health Care
6. Mental Health
7. Obesity and Access to Healthy Foods

Key Activities to help address these identified needs include:

1. Community Advocacy & Outreach Program: Create incentives that provide pictures and/or low-literacy techniques to help families better understand how to navigate the health care system.
2. Weigh Smart®, Weigh Smart Jr.®, Jump Start®, Healthy Living Academy: Educate and engage community on the importance of daily physical activity guidelines using evidence-based research and programs. Provide HLA to at least three elementary and middle schools annually. Provide pedometers to key community physicians for children 10-18 years of age.
3. Support Groups: SPACE (Supporting Parents and Children Everywhere); Baby's First Year: Support Group for Parents With Medically Fragile Children; Family Happy Hour; Autism Speaks.
4. Safety Baby Showers: Provide car seat installation by nationally-certified child passenger safety technicians at safety baby showers along with talks on behavior management, appropriate toys/play, baby signing, and a resource guide to parents that outlines free resources in the community to equip parents with the skills and tools required to be better and more engaged parents.



COMMUNITY BENEFITS FINANCIAL CONTRIBUTIONS for Fiscal Year 2018



\$1,476,802 TOTAL COMMUNITY BENEFIT

CHNA IMPLEMENTATION PLAN

Priorities Identified:

- Health Literacy & Chronic Disease Prevention Education
- Violence & Child Maltreatment
- Transportation
- Behavioral Health & Substance Abuse
- Access to Health Care
- Mental Health
- Obesity and Access to Healthy Foods

Social Determinants of Health Identified as Priorities/Unmet

Community Health Needs: There were several social determinants of health or external factors identified as “primary needs” or “root causes” in the prioritization process. These included: health equity, poverty/unemployment, and housing. These priorities will be identified in the implementation plan as “Community Support Services.” It is impractical for MWPH to prioritize these as part of the CHNA, given the inability to make a considerable impact in a 3-year period.

Community Engagement: To engage the community MWPH collaborated with other Baltimore City hospitals to collect 4,755 surveys. MWPH collected 1,236 of its own responses through surveys at public events. MWPH also held 10 focus groups, local health improvement meetings, and discussions with health experts.

Define the Community: To specify the geographic focus and population characteristics for the scope of the assessment and implementation strategies, MWPH accessed data by ZIP code (top 60% of admissions/outpatient visits), census tract, and the Baltimore City Health Department Neighborhood Profile data. The team also connected with the parents of children with special health care needs through The Parents Place of MD and hospital support groups to truly understand their concept of community.

Goal: Complete federally required Community Benefit Report

- Completed. More than \$1,400,000 in community benefit dollars were utilized in serving and impacting the community in need.
- Developed new policies to improve Community Benefit Infrastructure and collaborated with other hospitals in the University Medical Systems to ensure consistency.

FINANCIAL ASSISTANCE POLICY

If you cannot pay for all or part of your care from our hospital, you may be eligible to get free or lower cost services.

When you visit us for your child's care, we can help explain how much of the cost is covered by insurance and how much of the cost you will have to pay. You must give us all of the information about your health insurance, and we will do our best to help you. You may still need to talk to your insurance company directly about the health care services they cover. Only your insurance company can confirm what is covered. You need to be certain you completely understand your child's insurance coverage. The hospital cannot make any promises about what your insurance company covers. If your health insurance changes, you must give us the new information as soon as possible.

You will receive one bill for hospital services and a second bill for doctor services. We can offer patient financial help for hospital bills and doctor services. If you do not have insurance, we will not charge you more for hospital services than we charge people with health insurance. Usually, we will ask you to pay 1/2 of any expected costs on the first day of care, then we will divide up the rest to be paid while your child is being treated.

If you cannot pay what you owe for the health care costs of your child's care, you can apply to Mt. Washington Pediatric Hospital for financial help with those costs. We will:

1. Give you information about our financial assistance policy and/or
2. Offer you the help of a counselor, who will help you with the application.

How We Review Your Application

The hospital will look at your ability to pay for care. We look at your income and family size. You may receive free or lower costs of care if:

1. Your income or your family's total income is low for the area where you live, or
2. Your income falls below the federal poverty level if you had to pay for the full cost of your hospital care, minus any health insurance payments.



We offer free care if you/your family income is below a certain amount and lower cost care if your income is a little bit higher. We also give cost discounts based on special family factors. You may receive help in the following ways:

1. **Payment Plan:** You pay the full cost of care, but this option lets you make smaller payments over a longer period of time, or
2. **Patient Financial Assistance:** You will not pay any costs or you will pay less than the full cost of care.

PLEASE NOTE:

If you are able to get financial help, we will tell you how much you can get. If you are not eligible to get financial help, we will tell you why not. The hospital must check all patients to see if they can get Medicaid before giving their own financial help.

How To Apply For Financial Help

1. Fill out a Financial Assistance Application form.
2. Give us all of your information to help us understand your financial situation. We will need information from each responsible parent/guardian of the child, including:
 - Your last two pay stubs, and
 - Your most recent bank statement from any/all of your bank accounts.
3. Turn the application form into us at 1708 W. Rogers Ave., Baltimore, MD 21209.

Other Helpful Information

You can get a free copy of our Financial Assistance Policy and Application form:

- Online at mwph.org
- In person at:
 - The Admissions Office or Outpatient Registration desk at our main location at 1708 W. Rogers Ave., Baltimore, MD 21209 or
 - The Nursing Station or Outpatient Registration desk at our unit in UM Prince George's Hospital Center, located at 3001 Hospital Dr., Cheverly, MD 20785.
- By mail (by sending a request to: Patient Accounting Office, MWPH, 1708 W. Rogers Ave., Baltimore, MD 21209.

You can call the following resources if you have questions or need help applying. You can also call if you need help in another language.

Mary Miller
Vice President of Finance
410-578-5163

Debbie Fike
Credentialing & Payer Relations
410-578-5334

Linda Ryder
Manager of Patient Accounting
410-578-5206

Katine Brown
Outpatient Financial Counselor
410-578-7859

Denise Pudinski
Director of Collaborative Care
410-578-2669 (inpatient only)



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Mt. Washington Pediatric Hospital

1708 W. Rogers Ave.
Baltimore, MD 21209
410-578-8600

MWPH at UM Prince George's Hospital Center

3001 Hospital Center Dr.
4th and 6th Floors
Cheverly, MD 20785
301-618-3866

mwph.org/about/community-advocacy

