





A Message to Our Community:



Bringing life-changing health care is at the heart of what we do at the University of Maryland Medical System (UMMS). With more than 150 locations in 13 counties across our state, including hospital, primary and specialty care practices, urgent care centers and a health plan, our goal is to provide Marylanders access to everything they need to be healthy.

The care we provide extends far-beyond our facilities. As an integrated university-based health system, we take our responsibility to the communities we serve seriously. That's why in Fiscal Year 2017, we contributed more than \$459 million to programs and services that directly benefit these communities. From chronic disease and fall prevention education to amputee rehabilitation, our investments are helping people live better, healthier lives. Maybe even more valuable is what our staff contributes — an unwavering commitment to helping our patients and families enjoy their best health. Their compassion and commitment shows every day, in every aspect of their work.

This commitment is also seen across our health system in partnerships with like-minded organizations that enable us to work collaboratively to improve access to services. The programs highlighted on the pages that follow show that through education, innovation and partnerships, we have the ability to effectively meet changing health care needs and make a lasting impact on future generations.

What follows are just a few examples of community health outreach initiatives in our health system. Thank you for the opportunity to share our accomplishments from this past year and for supporting our mission and our communities.

University of Maryland Medical System (UMMS):

- University of Maryland Baltimore Washington Medical Center
- University of Maryland Capital Region Health
- University of Maryland Charles Regional Medical Center
- University of Maryland Medical Center
- University of Maryland Medical Center Midtown Campus
- University of Maryland Rehabilitation & Orthopaedic Institute
- University of Maryland Shore Regional Health
- University of Maryland St. Joseph Medical Center
- University of Maryland Upper Chesapeake Health System
- University of Maryland Shore Emergency Center at Queenstown
- University of Maryland Shore Nursing & Rehabilitation Center in Chestertown
- University of Maryland Community Medical Group
- University of Maryland Health Plans
- Mt. Washington Pediatric Hospital (jointly owned with Johns Hopkins Medicine)



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UM Baltimore Washington Medical Center
A HEALTHY LIVING PARTNERSHIP

In fiscal year 2017, UM BWMC partnered with the Y of Central Maryland to construct a Healthy Living Partnership to bring health screenings and health education events monthly, right to our community at two YMCAs in Anne Arundel County. These YMCAs include the Y in Pasadena and the Y in Arnold (Greater Annapolis). Each month, community outreach teams up with hospital departments and community organizations to focus on health issues that affect our county residents the most.



The first event to kick off the healthy living partnership included the annual UM BWMC heart health tradition, Heartbeat for Health. This free event was held at the Y in Arnold (Greater Annapolis). UM BWMC provided over 500 county residents with health education and screenings that included providing 120 carotid artery screenings by the Vascular Center at UM BWMC. This fun-filled event for the whole family not only includes health screenings and education, but also includes dance and exercise demonstrations from community dance groups, high school dance teams, and YMCA exercise instructors.

Additional monthly programs that were held at the Y in Arnold (Greater Annapolis) and the Y in Pasadena included participation with educational materials at the Y signature events: Healthy Kids Day, the Turkey Trot 5K and Healthy Halloween events. Other monthly programs held at the Ys include Safe Sitter, Inc. babysitting classes, bullying prevention awareness activities, vascular and skin cancer screenings, falls prevention programs for older adults, sun and pool safety education, and nutrition and hydration education.



UM Capital Region Health
YOUTH CAREER CONNECT & YOUTH ART FOR HEALING

UM Capital believes in strong workforce development partnerships with Prince George's County Public Schools. UM Capital is a close partner with the Prince George's County Youth CareerConnect program (PGC-YCCP); a four year STEM education initiative funded by the U.S Department of Labor to provide over 2,500 high school students in Prince George's County with education and skills training, internships, college prep and dual enrollment, mentoring, and job readiness training to excel in the high growth industries in health care and information technology.

Led by the Prince George's County Economic Development Corporation beginning in 2015, PGC-YCCP is a collaboration among a variety of PGCP schools, institutions and businesses. UM Capital partners closely with Bladensburg High School located less than two miles from UM Prince George's Hospital and, one of the four partnering YCC schools, Health and Bio-science Career Academy. Currently 237 students are enrolled in the academy at Bladensburg High and in FY17, UM Capital provided 10 internships to students in the YCC program (in addition to 10 students in the Prince George's County Summer Youth Employment Program). The students worked within a variety of different health specialty areas at UM Capital hospitals and ambulatory sites. With Bladensburg YCC seniors receiving approximately 23,000 in scholarships to attend college, UM Capital looks forward to continued success and expanded workforce development partnering opportunities.

Furthermore, UM Capital has partnered with Youth Art for Healing; a local nonprofit organization whose mission is to bring works of art created by youth into health care environments to provide a sense of comfort, inspiration and healing for patients and their loved ones. Students from Suitland Elementary School, Northwestern High School, Montpelier Elementary School and Charles H. Flowers High School created 45 paintings in 2016-2017. These paintings were placed in exam rooms, physician offices, staff areas and bathrooms at the University of Maryland Family Health and Wellness Center at Cheverly.

Research indicates that bringing the arts into health care settings benefits patients by supporting their physical, mental and emotional recovery, reducing stress, loneliness, anxiety, perception of pain, use of pain medication and length of hospital stays. In turn, these student artists are empowered with the knowledge that their art can inspire, comfort and improve the lives of others.



University of Maryland Medical Center
COMMUNITY HEALTH EDUCATION CENTER
MAKES HEALTH CARE ACCESSIBLE

Access to primary care and connections to specialty services, screening and health education can sometimes be difficult for West Baltimore community members. This past year, the University of Maryland Medical Center Midtown Campus opened the Community Health Education Center (CHEC) to address these access issues. In creating an easy access-to-care portal, individuals will have a better chance at improved health outcomes.

The CHEC is a one-stop shop for anyone in need of referrals for health care, finding a doctor, or looking for health information on various topics. Free health and wellness programs are provided throughout the year focusing on diabetes prevention, high blood pressure, smoking cessation and steps for a healthy pregnancy/health baby.

“Our goal is to educate the community and connect people with care,” said Anne D. Williams, DNP, RN, director of community health improvement at UMMC University and Midtown campuses. “For example, if someone comes in for an A1C test, which is a blood test used to diagnose type 1 and type 2 diabetes, and

their A1C levels are high, we can connect them with the UM Center for Diabetes and Endocrinology, located right across the street from the Community Health Education Center.”

Multiple types of free screenings are available to help identify individuals who may not know they have a health problem. After the participants are screened, the staff is then able to make connections with the ongoing educational programs if needed, as well as make direct referrals to primary care or specialty care.

Some of the free screenings offered include:

- Weight and Body Mass Index (BMI)
- Cholesterol
- A1C for pre-diabetes
- Blood Pressure
- Pregnancy
- Rapid HIV
- Hepatitis C testing



No appointment is needed. Learn more at ummidtown.org/chec

Get screened. Get the facts. Get healthy.

UM Rehabilitation & Orthopaedic Institute AMPUTATION REHABILITATION: GETTING BACK TO LIVING

David Holliday, MD, an accomplished cardiothoracic anesthesiologist, was so focused on his career and being a care taker for a family member that he pushed off taking care of himself. When severe foot pain landed him in the Emergency Room at University of Maryland Medical Center in February 2017, he found out he was diabetic, and that a diabetes-related non-healing wound had developed a serious bacterial infection.

He was admitted to R. Adams Cowley Shock Trauma Center where he had surgery and remained for eight days. The infection resulted in the amputation of his right leg below the knee.

Following the surgery at Shock Trauma, Dr. Holliday came to the University of Maryland Rehabilitation & Orthopaedic Institute to begin his therapy and start learning how to live life with an amputation. He spent three weeks on the Comprehensive Medical Rehabilitation Unit working with physical and occupational therapists, nurses, wound specialists, a podiatrist and a prosthetist to gain strength, develop balance and begin to gain back his independence.

When it was time to leave UM Rehab, Dr. Holliday worked with a patient navigator to prepare him for his discharge home. The navigator helped Dr. Holliday locate a primary care physician and schedule follow-up appointments; she also contacted him weekly to check on his progress. Dr. Holliday continued his next level of rehabilitation on an outpatient basis. He returned regularly for physical and occupational therapy, and to attend the Amputee Support Group and the free Amputee Walking School.



“The knowledgeable and well-trained staff provided such great care, support and education,” says Dr. Holliday. “They empowered me to own this, and take charge of my health and my life.”

Within ten months of his surgery, Dr. Holliday was planning to return to work at Howard University Hospital in DC. He stays very active; after joining a gym and changing his diet, he has lost 35 pounds. He continues to attend the Amputee Support Group to help others understand what life can be like. Dr. Holliday feels very blessed for support of family, and continued care and support from the team at UM Rehab.

UM Shore Regional Health TELEMEDICINE EXPANDS ACCESS TO CARE

A telemedicine grant of \$75,000 from the Maryland Health Care Commission (MHCC) is helping to expand access to needed services and specialists in palliative care and psychiatry for patients and their families in Kent and Queen Anne’s counties. The grant project is a collaboration between UM SRH, University of Maryland Medical System eHealth and the University of Maryland School of Medicine (UM SOM) Department of Epidemiology and Public Health.

Grant funds supported the purchase of telehealth technologies, training for clinicians and other users on the use of telehealth equipment, and support for UM SOM research professionals involved in the project. UM SRH provided a 2:1 match for the grant funds, bringing the total in support of telemedicine to \$225,000.

Prior to the use of telemedicine technology, palliative care providers Lakshmi Vaidyanathan, MD, Joseph O’Neill, MD and Sharon Stagg, CRNP spent time traveling between Easton and Chestertown. Under the grant, 32 palliative care evaluations have been conducted via telemedicine at UM Shore Medical Center at Chestertown and UM Shore Nursing and Rehabilitation Center at Chestertown.



Shore Behavioral Health is on the leading edge in applying telemedicine in acute behavioral health assessment. Shore Health’s Behavioral Health Response Team (BHRT), comprised of specially trained counselors and social workers as well as psychiatrists Eric Anderson, MD and Saeed Salehinia, MD, responds

to requests from the four UM SRH emergency departments to provide assessments of patients with behavioral health needs. Before telemedicine, having a patient evaluated required either transferring the patient or having BHRT team members travel from one ED to another.

Thanks to telemedicine technology, the BHRT team members in Dorchester and Easton can now assess patients in Queenstown and Chestertown – no transfer or travel needed. Patients are assessed, treated and either admitted or discharged on a more timely basis. To date, telemedicine has facilitated more than 43 behavioral health assessments for patients in Chestertown and Queenstown.

“A core strategy, both for UMMS and Shore Regional Health, is to provide the right care at the right place at the right time,” says Ken Kozel, president and CEO, UM SRH. “As a key tool in that strategy, telemedicine has the potential to create greater efficiencies and lower health care costs while it expands access to care and improves patient outcomes.”



UM St. Joseph Medical Center TAKING INNOVATIVE STEPS IN THE COMMUNITY TO PREVENT FALLS AND RESULTING INJURIES

In its third year, Stepping On is an evidence-based fall prevention program to help seniors achieve better balance and increase overall strength, self-confidence and sense of independence.



With our aging population on the rise, this seven-week workshop is a top priority, offering effective ways to reduce the risk of falling and accompanying injuries and loss of quality of life that can occur from a fall.

The class features group strength and balance exercises, as well as education about medication management, home safety, proper footwear, vision testing and mobility.

Clinical professionals, including our physical therapists and pharmacists, as well as organizations such as the Maryland Society for Sight and Van Dyke & Bacon Shoes, provide valuable presentations. UM SJMC held three Stepping On workshops and provided funding for a workshop at the Parkville Senior Center, serving a total of 60 seniors in FY17. More than 30 seniors attended the first Stepping On reunion and confirmed that they were continuing their strengthening exercises and

had discussed their medications with their doctor or pharmacist. One gentleman shared before and after pictures of bright lighting he installed in his dimly lit basement stairs.

Other outreach activities included participating in the Baltimore County Department of Aging and the Y of Central Maryland annual fall prevention awareness events and performing more than 300 bone density screenings at local senior centers, senior living facilities and businesses to raise awareness about bone health and risk of falling. About half of those screened were referred for follow-up.



UM Upper Chesapeake Health EVIDENCE-BASED CHRONIC DISEASE SELF-MANAGEMENT PROGRAM

With the ever-growing number of people who suffer from chronic diseases, the search for more effective strategies to both prevent and manage these conditions is essential. The use of evidence-based chronic disease self-management programs (CDSMP) is helping people with chronic conditions and their caregivers gain better control over and improve their health. These programs focus on overall health, quality of life and well-being and are designed for both the ill and healthy, empowering them to manage the many factors that affect their health. Facilitators introduce tools needed for daily life when an individual is battling a chronic condition or illness. Participants practice using self-management skills, focus on goal setting and share experiences which can help promote mutual support. Highly interactive, these programs serve as an adjunct to the care provided by primary care doctors and specialists.



Effectiveness

How effective are these self-management programs? CDSMPs have been found to significantly and measurably improve the health and quality of life for people with chronic conditions. These considerable improvements include overall health status, confidence in self-care, psychological well-being, increased physical activity, fewer social limitations, reduced fatigue and enhanced partnerships with care providers. Additionally, CDSMPs have resulted in reduced emergency room and outpatient visits, reduced hospital lengths of stay and fewer unscheduled visits to primary care physicians, amounting to substantial savings in provided care dollars.

Current Programs

At UM UCH, a variety of self-management programs are offered by the experts in our Community Outreach department and through our Kaufman Cancer Center. Programs include:

- Living Well with Chronic Disease: a program that focuses on the overall self-management of chronic diseases
- Diabetes Prevention: focuses on adopting healthy habits and lifestyle changes that increase activity and help prevent diabetes
- Diabetes Self-Management
- Hypertension Self-Management
- Thriving and Surviving: a program for cancer survivors
- Stepping On: a falls prevention program that highlights safety strategies for both inside and outside the home

Our priority is helping people who suffer with chronic illnesses gain control of their condition and live their best life.

For more information on any of these programs, including scheduling a presentation for your group or office or referring a patient, call 800-515-0044.



Mt. Washington Pediatric Hospital **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 who 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 the overall management of the Do-Gooders program, monitors legislative activities relating to children's health care issues and serves as our liaison between the hospital and collaborating community organizations.

End of Year Outcomes

of Families Impacted: 31,773

Highlights:

- Participated in 33 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.
- Participated in 35 community health fairs and events, more than twice the stated goal, and met local businesses and residents where they are.

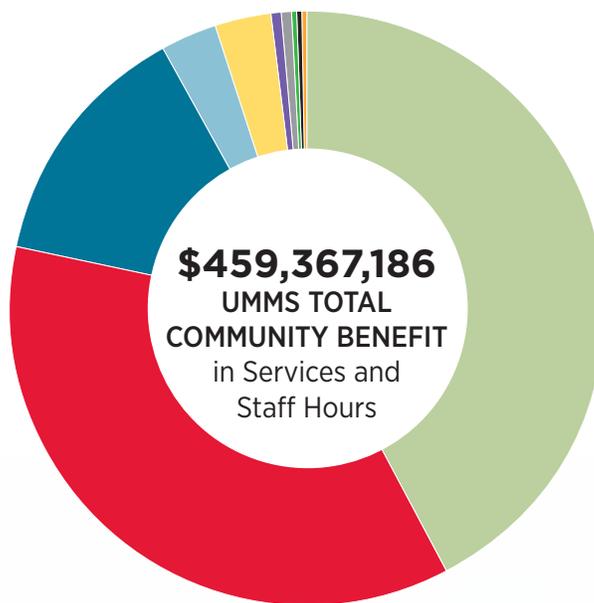


- Hosted 16 Safety Baby Showers that provided safety kits and educational talks on injury prevention to 222 families and an audience that included parents and grandparents. Onsite surveys indicate a 50% increase in injury prevention knowledge following the event.
- Provided 35 presentations and talks on topics such as preventable injuries, asthma, lead poisoning, obesity prevention, and safe sleep — up 33% from two years ago, illustrating the growing demand for services.
- Engaged 90 children in our second Bully & Violence Prevention Program, up from 72 last year. The concept is to empower children to be advocates and to help them understand that there is power in their words and actions.
- Provided 15 classes to parents at risk for child maltreatment. 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, 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 fire safety, for instance, as well as diabetes and weight management, bullying prevention and autism awareness.



Community Benefits Financial Contributions for Fiscal Year 2017

Health Professional Education	\$ 195,017,763
Mission Driven Health Care Services	\$ 165,503,083
Charity Care	\$ 62,853,515
Medicaid Assessments	\$ 13,861,966
Community Health Services	\$ 13,598,134
Community Building Activities	\$ 2,973,672
Community Benefit Operations	\$ 1,830,153
Financial Contributions	\$ 1,728,268
Research	\$ 1,625,441
Foundation Funded Community Benefit	\$ 375,191





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MEDICAL SYSTEM

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