





A Message to Our Community:

We are pleased to present the University of Maryland Baltimore Washington Medical Center's (UM BWMC) Community Health Improvement Report for fiscal year 2017. Community benefits are activities or programs that focus on meeting community health needs and promoting health and well-being. This summary reflects our unwavering commitment to our community and to helping improve the health of those we serve.

We are proud to offer the highest quality health care services. Our dedication to serving our community extends far beyond the care we provide within the walls of our medical center. We provide community programs that focus on preventive health, such as blood pressure screenings, flu shot clinics, pregnancy and parenting education to those at high risk, vascular screenings and many other wellness initiatives. We also work to empower individuals to live a healthy life with offerings such as support groups, smoking cessation classes, exercise classes and more.

Many programs and services we offer are a collaborative effort with community organizations, corporations and volunteers who have made a similar commitment to making health a priority. We're happy to partner with our community members to offer more than just medical treatment and surgical procedures, and encourage our families to be proactive and preventive with their health. UM BWMC collaborates with non-profit organizations, community and faith-based organizations, health and social service providers, and other leaders of business and civic organizations to identify impactful ways we can serve our communities, especially those who are underserved.

We encourage you to join us in our mission to make a long-lasting impact on the families in Anne Arundel County. Together, we are making a difference in our community and improving health, one person at a time.

Sincerely,



Karen E. Olscamp
President and CEO
UM Baltimore Washington Medical Center



Michael Caruthers
Chair, Community Benefit Committee
UM Baltimore Washington Medical Center

University of Maryland Baltimore Washington Medical Center (UM BWMC), a regional health care facility located in Anne Arundel County, is one of 14 hospitals that make up the University of Maryland Medical System. Our expert physicians and experienced, compassionate staff provide high-quality care to the community, backed by nationally recognized specialty services at the University of Maryland Medical Center and the University of Maryland School of Medicine. For patients, this means access to the highest quality of care and research discoveries aimed at improving Maryland's health.

As we extend our services beyond the hospital walls by engaging with community leaders and organizations, we combine our efforts to fulfill our mission to provide the highest quality health care services to the community that we serve. Comprehensive, collaborative and integrative services are the key ingredients for our communities' health.

This report highlights a few of UM BWMC's fiscal year 2017 health improvement activities. This summary reflects our dedication to our community and to helping improve the health of the people we serve. We are always engaging in new collaborations and enhancing existing ones to meet the needs of the community. We place particular emphasis on reaching vulnerable populations and addressing the health improvement priorities identified through our Community Health Needs Assessment.

Our community benefit programs include health promotion and outreach services to provide people with the education and tools they need to lead healthier lives. UM BWMC does this through community awareness events, screenings for early disease diagnosis, and other community building activities. Fiscal year 2017 highlights include our new Healthy Living partnership with the two local YMCA's in Anne Arundel County where we provide monthly education and screening events, our Stork's Nest program for at-risk women and infants, our annual Fit for Fall health fair to increase access to care in our community, and our smoking cessation program for Anne Arundel County adults.

For more information about UM BWMC's community benefit activities or this report, please visit mybwmc.org/community-benefit, send an email to bwmcpr@bwmc.umms.org or call Community Outreach at 410-553-8103.

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.



FIT FOR FALL

UM BWMC hosted its annual Fit for Fall health fair on October 15 from 10 am to 2 pm. This program builds on UM BWMC's commitment to extend hospital services beyond its physical walls and outside of its campus. In collaboration with St. Bernadette Parish in Severn, this free event was designed to bring access to health care directly to county residents, to encourage them to adopt healthy lifestyle choices and to consider making positive changes regarding their health.

Fit for Fall is a fun-filled yet educational event that the whole family can enjoy. UM BWMC works with numerous hospital departments and different community organizations such as the Anne Arundel County Fire Department, Anne Arundel County Crisis Response System and the Lions Club, to provide health education, screenings, demonstrations and flu vaccinations. Different topics that were included in this year's event included vision and hearing screenings, blood pressure and BMI screenings, CPR demonstrations, urgent care, mental health, nutrition, Medicare resources and flu vaccines for ages six months and older.

Over the last year, UM BWMC has provided more than 400 flu vaccines to local residents at locations across the county, with a quarter of them occurring at the Fit for Fall health fair. This event continues to grow in numbers with more participation from community organizations and attendees each year.



STORK'S NEST

UM BWMC implemented the Stork's Nest program in 2006 in response to high rates of prematurity, low birth rates and infant mortality in Anne Arundel County – particularly among the African American community and in the northern region of the county. This program targets women at risk for adverse pregnancy outcomes, particularly those who have a higher likelihood of not receiving recommended prenatal care and education.

In partnership with the March of Dimes, Maryland Chapter and the Zeta Phi Beta Sorority, Rho Eta Zeta Chapter, UM BWMC offers free prenatal education classes with the aim to increase the number of women receiving early and regular prenatal care in an effort to prevent low birth weight, premature births and

infant deaths. Stork's Nest offers sessions throughout the year in English and Spanish, at UM BWMC's Pascal Women's Center. Referrals are also made to community resources in an effort to offer support to women long after their baby is born.



Stork's Nest class topics include the importance of prenatal care, what to expect during labor and delivery, breastfeeding, basic infant care and safe sleeping. Participants earn points by attending classes, going to prenatal care appointments and adopting healthy behaviors. Participants continue to earn points until their baby turns one year old by attending well-baby checkups and making sure that immunizations are received on time. Points can be used to "purchase" pregnancy and infant care items at the Stork's Nest Store located at UM BWMC. The Stork's Nest Store offers many wonderful and needed items to purchase such as hand-knit hats, baby clothing, diapers, bottles, car seats, breast pumps and much more.

UM BWMC funds the instructors, materials and many items for the Stork's Nest Store. However, this program is also supported by the larger community. The Assistance League of the Chesapeake holds an annual "baby shower" for the Stork's Nest program, collecting over \$10,000 worth of baby supplies since 2007. Other community organizations host similar collection drives to support the program. Stork's Nest is truly a community-based program and we are proud to offer this important initiative to our community to support and improve maternal and infant health.



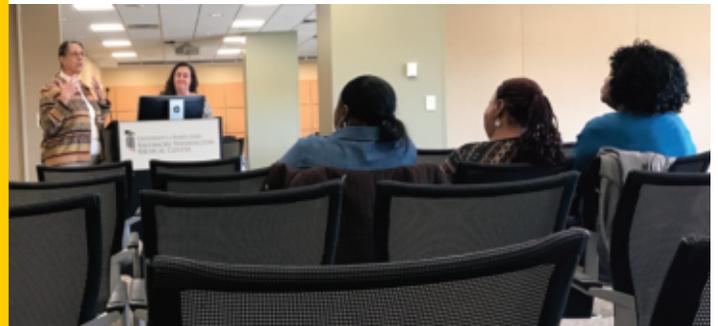
SMOKING CESSATION

While smoking is the leading preventable cause of death in the United States, 1 in 5 Anne Arundel County adults and teens still smoke. UM BWMC has partnered with the Anne Arundel County Department of Health to provide the American Lung Association's Freedom From Smoking program to county residents multiple times throughout the year.



Participants attend seven, 90-minute class sessions led by a trained smoking cessation facilitator. During multiple class sessions, participants have the opportunity to meet with a nurse practitioner who will go over their medical history and recommend the best nicotine replacement therapy (gum or patches) for each individual. Each participant who qualifies for nicotine replacement therapies will receive up to six weeks' worth of treatment to help them get started on their smoke free journey.

Each participant is then followed up with at the three month, six month and twelve month mark to see where they are in their recovery and if they are still tobacco free. Smoking cessation is a lifelong process, and referrals are made throughout the twelve months to community resources in an effort to support participants long after they have completed their classes.



Each November, the Freedom From Smoking program participants are invited back to share their success stories with community members who are taking steps to quit smoking themselves, during the American Cancer Society's Great American Smokeout event held at UM BWMC.

UM BWMC receives grant funding from the Anne Arundel County Department of Health, Community Education and Health Equity's Cigarette Restitution Fund Program to help fund the trained Freedom From Smoking facilitator, class resources, nicotine replacement therapies, and more.

COMMUNITY HEALTH NEEDS ASSESSMENT

UM BWMC collaborated with the Healthy Anne Arundel Coalition, a county-wide health improvement partnership managed by the Anne Arundel County Department of Health, to perform a comprehensive countywide Community Health Needs Assessment (CHNA) that integrated quantitative and qualitative data.

The CHNA is conducted every three years, and encompasses several research components, including an analysis of secondary data sources (census data, hospital discharge data and others) and primary data collection through key stakeholder interviews and focus groups. The CHNA examined a variety of indicators, including social determinants of health (e.g. income, housing and education), mortality rates, risky behaviors (e.g. alcohol, drug and tobacco use) and chronic health conditions such as diabetes and heart disease. Additional analyses were conducted by race, age, ethnicity and zip code. The CHNA also focused on understanding current challenges and possible solutions to health care access, utilization and care coordination.

Key stakeholder interviews and focus group participation provided valuable insight on what they believe are the most pressing health needs and strategies for population health improvement.

Focus group participants include county residents, consumers of health care services and their caregivers, behavioral health providers and emergency department clinicians. The qualitative data collected in the interviews and focus groups illustrated the needs of vulnerable patients, including Medicare and Medicaid dual-eligible patients, high-utilizers of emergency department and inpatient hospital services and patients with complex or chronic physical and behavioral health conditions.

UM BWMC believes the CHNA is an important tool to help achieve its mission of providing the highest quality health care services to the communities it serves. UM BWMC has used and will continue to use the CHNA findings to help implement strategies and create opportunities to design community outreach programs to encourage individuals in the county to make positive changes regarding their health, and to help guide clinical program development. The CHNA findings are also used by the Healthy Anne Arundel Coalition and other county organizations to develop and implement strategies to improve health.

UM BWMC's CHNA can be found at mybwmc.org/community-benefit.



CHNA IMPLEMENTATION PLAN

The UM BWMC Community Benefit Implementation Plan describes the process used to prioritize the community's health needs and the goals, strategies and partnerships for advancing the communities' health. In addition, this plan describes the alignment with local, state and national health improvement priorities and health system transformation initiatives. This results-driven plan also explains the structure for assuring that the UM BWMC's community benefit program has the appropriate resources to support the successful implementation of this plan and improve the outcomes in the areas identified.

The Community Benefit Plan for fiscal years 2016 to 2018 addresses these community health improvement priorities:

- Chronic health conditions (cancer, cardiovascular disease, diabetes, and obesity/overweight)
- Behavioral health
- Maternal and child health
- Health care access and utilization
- Community support

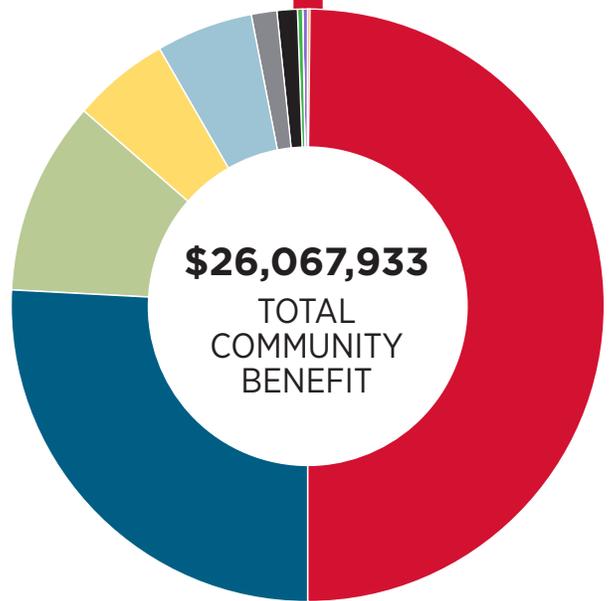
UM BWMC engages in a number of strategies to prevent county residents from being overweight/obese and suffering from the related chronic health conditions. UM BWMC offers healthy eating and physical activity classes, community events and other activities to help people achieve a healthy weight and prevent chronic diseases such as diabetes, heart disease and cancer. UM BWMC hosts education opportunities, preventing diabetes classes and support groups. UM BWMC provides free screenings for vascular disease, heart disease and other conditions.

UM BWMC offers support for individuals and families impacted by mental health conditions and substance abuse. Through its many partnerships, UM BWMC will continue to improve access to and enhance the quality of behavioral health care resources. UM BWMC is the only hospital in Anne Arundel County to offer inpatient psychiatric care and will continue to provide physician subsidies to help meet the community's behavioral health needs.

UM BWMC is a co-lead for the Bay Area Transformation Partnership, a multi-agency partnership aiming to improve access to care, care coordination and health outcomes, particularly among patients with complex, chronic illness and behavioral health conditions. The BAPT provides funding for the UM BWMC One Call Care Management program, which physicians use to help coordinate care for their patients.

Community Benefits Financial Contributions for Fiscal Year 2017

Mission Driven Health Care Services	\$ 13,103,675
Charity Care	\$ 6,703,000
Health Professional Education	\$ 2,721,279
Community Health Services	\$ 1,430,176
Medicaid Assessments	\$ 1,371,011
Community Benefit Operations	\$ 321,715
Research	\$ 303,019
Financial Contributions	\$ 94,967
Community Building Activities	\$ 16,341
Foundation Funded Community Benefit	\$ 2,750



FINANCIAL ASSISTANCE POLICY

University of Maryland Baltimore Washington Medical Center (UM BWMC) is committed to providing financial assistance to persons who have health care needs and are uninsured, underinsured, ineligible for a government program, or otherwise unable to pay for emergent and medically necessary care based on their individual financial situation.



It is the policy of UM BWMC to provide Financial Assistance based on indigence or high medical expenses for patients who meet specified financial criteria and request such assistance.

UM BWMC publishes the availability of Financial Assistance on a yearly basis in local newspapers and posts notices of availability at appropriate intake locations as well as the Billing Office. Notice of availability is also sent to patients with patient bills. Signage in key patient access areas is available. A Patient Billing and Financial Assistance Information Sheet is provided before discharge and is available to all patients upon request.

Financial Assistance may be extended when a review of a patient's individual financial circumstances has been conducted and documented. This should include a review of the patient's existing medical expenses and obligations (including any accounts having gone to bad debt, except those accounts that have gone to lawsuit and a judgment has been obtained) and any projected medical expenses. Financial Assistance Applications may be offered to patients whose accounts are with a collection agency and may apply only to those accounts on which a judgment has not been granted.

UM BWMC retains the right in its sole discretion to determine a patient's ability to pay. All patients presenting for emergency services will be treated regardless of their ability to pay. For emergent/urgent services, applications to the Financial Clearance Program will be completed, received and evaluated retrospectively and will not delay patients from receiving care.

For more information about UM BWMC's Financial Assistance Policy, visit mybwmc.org/financial-assistance or call 410-821-4140.

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



PLEASE NOTE:

1. We treat all patients needing emergency care, no matter what they are able to pay.
2. Services provided by physicians or other providers may not be covered by the hospital Financial Assistance Policy. You can call 410-821-4140 if you have questions.

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.

PLEASE NOTE: If you are able to get financial help, we will tell you how much you can get. If you are not able to get financial help, we will tell you why not.

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.
3. Turn the application form into us.

PLEASE NOTE: The hospital must screen patients for Medicaid before giving financial help.

Other Helpful Information

1. You can get a free copy of our Financial Assistance Policy and Application form:
 - Online at www.mybwmc.org/financial-assistance
 - In person at the Patient Accounts Department — UM Baltimore Washington Medical Center, 301 Hospital Drive, Glen Burnie, Maryland 21061
 - By mail: call 410-821-4140 to request a copy
2. You can call the Financial Assistance Department if you have questions or need help applying. You can also call if you need help in another language. Call: 410-821-4140.



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