

MARYLAND'S

HEALTH MATTERS



COVER STORY:

LIVING WELL WITH HEART FAILURE

PAGE 6

FALL 2020

TAKE
CHARGE
OF YOUR
STRESS

PAGE 3

UMMC FEATURE

READY FOR COVID-19: ACTIVATING
A BIOCONTAINMENT UNIT FOR THE
SICKEST PATIENTS

PAGE 10



UNIVERSITY of MARYLAND
BALTIMORE WASHINGTON
MEDICAL CENTER



ON THE COVER

LIVING WELL WITH HEART FAILURE
Getting the answers you need



4

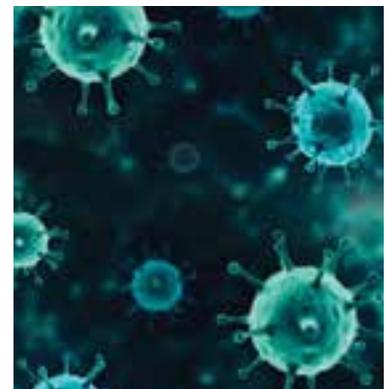
**FAREWELL FROM
OUR RETIRING
PRESIDENT & CEO**

A solid foundation
for a greater
tomorrow

10

**READY FOR
COVID-19**

University of
Maryland Medical
Center activates
a biocontainment
unit for the sickest
patients



KAREN E. OLS CAMP
President/Chief Executive Officer

WE WOULD LIKE TO HEAR FROM YOU
Please send us your comments, information requests
or change of address to:
umbwmcpr@umm.edu or call **410-787-4367**.

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CORRECTIONS: In the Spring 2020 issue of *Maryland's Health Matters*, "Reversing the Damage of a Stroke" omitted that University of Maryland Baltimore Washington Medical Center's Department of Rehabilitation Services is part of the University of Maryland Rehabilitation Network. In "The Skill to Rebuild and Restore," the University of Maryland Orthopaedics at Camden Yards was incorrectly named part of the UM Rehabilitation Network.

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NOTE: All photographs taken during the COVID-19 pandemic were produced using appropriate prevention measures, including physical distancing and masking when distancing was not possible. Photographs without these measures in place were taken prior to the COVID-19 pandemic. During this time, we are taking extra steps to ensure your safety when you walk through our doors. According to the University of Maryland Medical System's Universal Masking Policy, everyone must wear a mask inside at all times in UMMS facilities.



YOUR IMMUNE SYSTEM *Under Stress*

YOU WANT YOUR IMMUNE SYSTEM TO BE IN FIGHTING SHAPE AS FLU SEASON BEGINS AND THE COVID-19 PANDEMIC CONTINUES. THAT'S WHY IT'S IMPORTANT TO MANAGE STRESS.

HELP IS HERE

If you're dealing with depression or anxiety related to stress, don't stay silent. University of Maryland Baltimore Washington Medical Group providers are available close to where you live and work, and a primary care physician can help you learn how to manage stress. For more information, visit umbwmc.org/bwmg.

YOUR IMMUNE SYSTEM knows when you're stressed about work, family, finances—or COVID-19. The body's natural defender is sensitive to psychological stress, especially if it's chronic. Stress can reduce the number of natural killer cells or lymphocytes in the body, which are needed to fight viruses, according to the American Psychological Association.

A review of studies in *Current Opinion in Psychology* found that stress can cause the immune system to produce an inflammatory response, which can be temporarily beneficial for fighting germs. If, however,

inflammation is persistent and widespread, it can contribute to chronic diseases, including buildup of plaque on your arterial walls. Chronic stress can produce higher-than-normal levels of the hormone cortisol, which can hamper the body's anti-inflammatory response and cause continual infections, according to recent immunology research studies.

If you're dealing with stress you can't seem to shake, take time to identify the sources and find ways to avoid or cope with them. You'll be doing your immune system—and health—a favor.

TAKE CHARGE OF YOUR **STRESS**



CHRONIC STRESS can inhibit your immune system and leave your body vulnerable to illness. Here are four ways to battle stress for better mental well-being and a healthier body.

- **Make time for relationships.** During stressful times, you may feel the urge to step back and avoid socializing. However, this is the time reaching out to the people you love means the most. Your social support system can help you cope with life problems by improving your self-esteem. Take some time for a video-chat date with a friend, attend an online gathering or give a family member a call.
- **Silence the negative self-talk.** Choose to look at stressful situations in a positive light. Replace negative thoughts, such as "Nothing is going how I planned," with positive thoughts, such as "It's fine that things went differently than planned. I can handle it."
- **Sing it out.** No matter if you can catch a tune or not, singing and listening to music have been linked to lower levels of cortisol, the "stress hormone," and decreased feelings of stress.
- **Walk outside.** Never underestimate the power of a stroll through nature. Research shows that a 90-minute walk outdoors can reduce activity in the brain linked to repetitive negative thoughts.



Farewell FROM THE CEO

As I write this message, I am preparing to retire from a place I've called my home away from home for nearly 34 years. For the past 12 years, I have had the distinct honor and privilege of serving as the President and Chief Executive Officer of UM Baltimore Washington Medical Center.

Over the years, our extraordinary team of providers has cared for generations of families and countless members of our community. We have grown into a sophisticated regional medical center offering a multitude of health services, in partnership with the University of Maryland Medical System.

While our organization has developed tremendously over the years, I am most proud of our relentless pursuit of excellence. We remain steadfast in our commitment to providing the highest quality health care services to the communities we serve and put our hearts into taking care of you. We appreciate the trust you place in us and look forward to serving you for many more years to come.

I would also like to take this opportunity to express my profound gratitude for the relationships I've enjoyed with colleagues, patients and families, community members and partners. It is through these connections that we are able to consistently deliver on our mission. Please know that you have inspired me every single day.

The health of our community will always be the top priority at UM BWMC. I am confident that our organization will continue to be a pillar in the community and has a very bright future ahead. Thank you for your enduring support of our important mission.

Karen E. Olscamp

President and CEO, UM Baltimore Washington Medical Center

A SOLID FOUNDATION FOR A *Greater Tomorrow*

THE MEDICAL CENTER has been transformed in the last dozen years and has secured a bright future ahead for the entire community.

DEDICATED PEOPLE AND CULTURE

The extraordinarily talented team at University of Maryland Baltimore Washington Medical Center (UM BWMC) is the driving force behind the organization's success. The dedication and teamwork of UM BWMC's workforce can be seen in every aspect and corner of the hospital. Its culture is ingrained with relationship based care, focused on collaboration and compassion. As a 2019 *Baltimore Sun* Top Workplace and a Pathway to Excellence® designated organization for nursing excellence, UM BWMC's culture attracts the best and brightest to provide the highest quality of care.

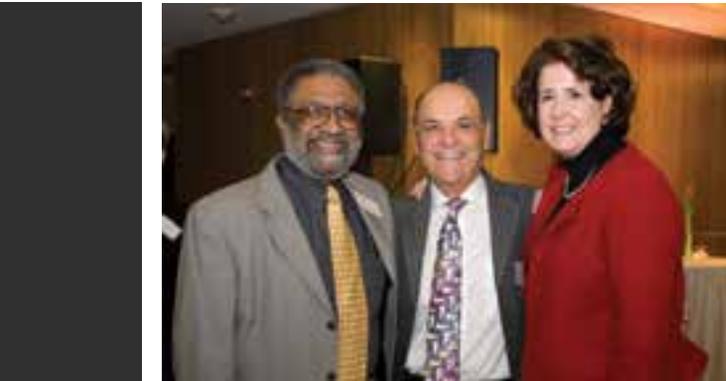
STRONG DEVELOPMENT AND GROWTH

Over the last 12 years, UM BWMC has significantly grown its obstetrics, cancer, critical care, behavioral health and surgical programs, and is now one of the largest hospitals in central Maryland. In 2009, it opened the Pascal Women's Center, which brought obstetric care back to the hospital and opened a new patient tower with 111 additional private rooms. Since then, UM BWMC has completed a \$31 million surgical suite expansion, opened new nursing units, upgraded technology and added additional inpatient beds. Through the emergency department, hospital units and outpatient practices, UM BWMC treats over 265,000 patients annually.

With operating revenue of over half a billion dollars a year, UM BWMC employs over 3,500 employees, making it one of the largest private employers in Anne Arundel County. In addition to the medical center, UM Baltimore Washington Medical Group



UM BWMC leaders welcome Maryland Governor Larry Hogan and state officials to the medical center.



Former Chairman of the UM BWMC Board of Directors Melvin Kelly, Philanthropist Creston Tate, and President and CEO of UM BWMC Karen Olscamp



UM BWMC leaders celebrate the grand opening of a renovated nursing unit.

physician practices are located throughout Anne Arundel County and have grown to include over 300 providers in primary and specialty care.

HIGH QUALITY CARE

UM BWMC has been recognized year after year for its safe, high quality care by national organizations like the American Heart Association, American Stroke Association and The Leapfrog Group. *U.S. News & World Report* ranked UM BWMC as one of the “Best Hospitals” in Maryland and the Baltimore Metro area, and the Tate Cancer Center is among only 13% of cancer programs in the nation that are accredited as an Academic Comprehensive Cancer Program.

UNIVERSITY OF MARYLAND MEDICAL SYSTEM (UMMS) PARTNERSHIP

As a member of UMMS for 20 years, UM BWMC offers the highest quality health care in partnership with the University of Maryland Medical Center. For patients, this means local access to superior services, nationally renowned specialists and research discoveries.

BRIGHT FUTURE

The organization’s people are the foundation on which its bright future is built. UM BWMC’s dedicated team of leaders, care providers, staff and volunteers are mission driven and forward thinking. Next year, the medical center will open a brand new medical office building on campus complete with outpatient physician offices, a pharmacy, a wellness center, and training facilities for staff. Learn more on Page 14.

Thank you for your support and for choosing UM BWMC.

“Karen’s impact will undoubtedly be felt for years to come. Her steadfast commitment to our community, our patients and our associates was at the heart of everything she has done as CEO of UM BWMC.”

— KATHY MCCOLLUM, SENIOR VICE PRESIDENT AND CHIEF OPERATING OFFICER, UM BWMC

“Since day one, Karen has always strived for a high standard of excellence that has translated into tremendous leadership and growth for UM BWMC. Her dedication led to numerous, award-winning initiatives that have benefited the quality of life of so many in the community. Karen’s contributions to UM BWMC have created a legacy that we will always cherish.”

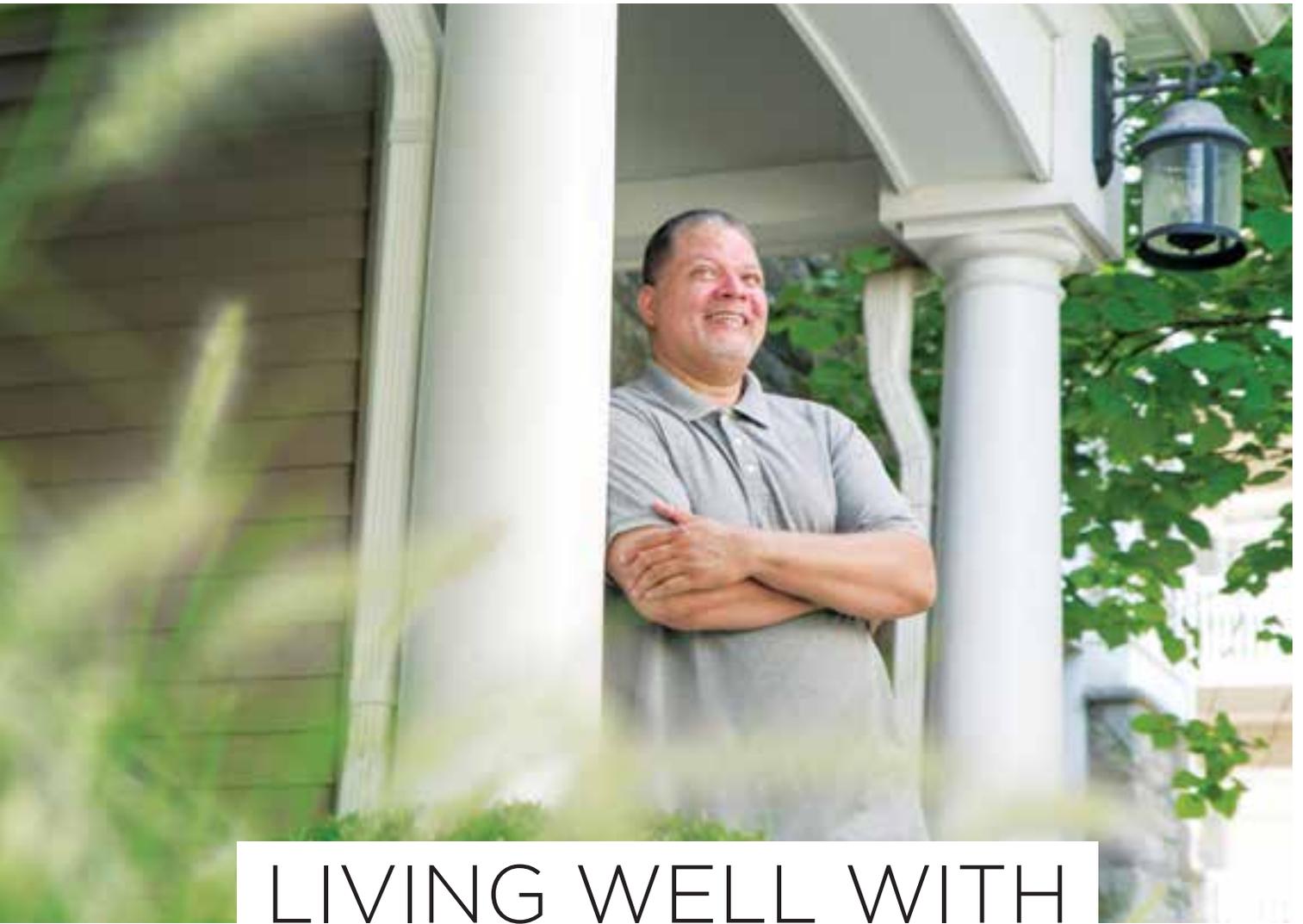
— KORKUT ONAL, CHAIRMAN OF THE BOARD, UM BWMC

“On behalf of The Tate Family, we want to thank Karen for her kindness and friendship throughout the years. Her leadership has elevated UM BWMC to the highest standards in medical care that has been made available to so many throughout this community.”

— DEBRA TATE MACEY, BWMC FOUNDATION BOARD OF DIRECTORS



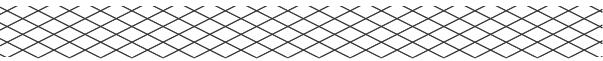
UM BWMC President and CEO Karen Olscamp, former President and CEO James Walker, Chief Operating Officer Kathy McCollum, and other leaders and staff at a dedication ceremony.



LIVING WELL WITH

Heart Failure

MICHAEL BURCH, A 50-YEAR-OLD FATHER OF TWO FROM HANOVER, WAS USED TO GETTING TO WORK EARLY IN THE MORNING AND HAVING A FULL DAY OF ACTIVITY. BUT A FEW YEARS AGO, HE BEGAN FEELING EXHAUSTED JUST SEVERAL HOURS INTO HIS DAY. AT FIRST HE THOUGHT HE MAY SIMPLY BE TIRED, BUT THEN HE DEVELOPED CHEST PAINS AND SHORTNESS OF BREATH ALONG WITH THE EXHAUSTION.



LOOK OUT FOR THESE **SYMPTOMS** OF HEART FAILURE

Heart failure symptoms can range from mild to severe, or you may not have any symptoms. The symptoms may be ongoing or may come and go. Talk to your doctor if you have any of the following:

- Buildup of fluid in the body (leg or ankle swelling)
- Bulging veins in your neck
- Constant coughing or wheezing
- Fast or irregular heartbeat
- Shortness of breath
- Unusual fatigue or weakness
- Unable to do normal activities

Visit umbwmc.org/heartfailure to sign up for monthly emails to help you manage heart failure.



“**SOMETHING DIDN’T FEEL** right,” Burch said. “I don’t consider myself a stress-prone person, so the chest pains made me realize something was not normal.”

Trusting his instincts, Burch checked into a hospital to have his heart examined. The medical team noticed something irregular with his electrocardiogram (EKG), and after a few tests they diagnosed him with congestive heart failure (CHF).

WHAT IS HEART FAILURE?

Heart failure is a condition that occurs when your heart has trouble pumping enough blood through your body. With heart failure, the heart has to work harder than usual. Over time, the heart gets tired and can no longer pump as well as it used to. Heart failure is caused by conditions and diseases that damage the heart muscle, including coronary artery disease (when arteries are blocked), heart attack, diabetes, uncontrolled high blood pressure and heart valve disease.

CHF is a stage of heart failure that occurs when fluid builds up around the heart and causes problems with the way the heart pumps blood.



Vasundhara Muthu, MD

“CHF is usually a gradual process, with fluid building over weeks or months before patients become aware of a problem,” said Vasundhara Muthu, MD, a cardiologist at University of Maryland Baltimore Washington Heart Associates. “Michael had progressive fatigue, weight gain and shortness of breath that developed over time. He attributed these symptoms to other things in his life, not aware at first that it could be a heart condition until he noticed a more serious pattern.”

TREATING HEART FAILURE

After his hospital stay, Burch had a diagnostic cardiac catheterization procedure at University of Maryland Baltimore Washington Medical Center to examine his heart for any blockages that may be causing heart failure. The procedure found no blockages, and he worked with Dr. Muthu to develop a plan of care to manage his heart health moving forward.

KEEPING YOUR FLUID BUILD-UP IN CHECK

When your heart isn't pumping like it should, it doesn't squeeze enough blood out with each heartbeat. But that blood has to go somewhere. So, it backs up into the veins that lead to your heart. Blood and fluids can also back up into your lungs, preventing oxygen from entering your blood and leaving you short of breath. Over time, this traffic jam of fluids can even affect your kidneys by causing them to retain both water and salt.

AM I RETAINING FLUID?

Fluid retention can mean your CHF is getting worse, but the good news is there are several ways to spot it early.

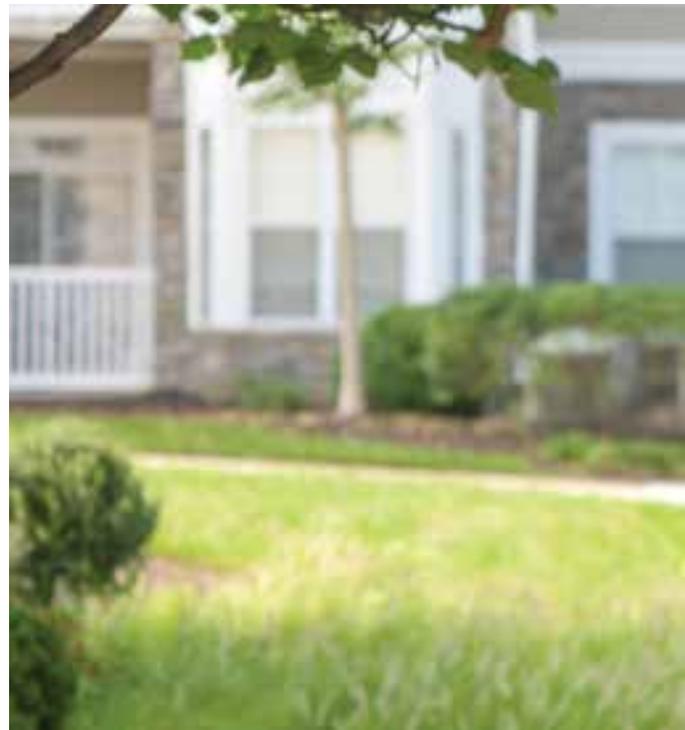
- **Weight change**—This is one of the earliest signs. If you feel full without eating much, have loose stools, notice leg and belly swelling or gain several pounds within a few days, contact your cardiologist immediately.
- **Swelling**—Swelling can occur anywhere from your belly to your legs and ankles.
- **Bloating**—Extra fluid can cause bloating in your stomach, as well as loss of appetite and nausea.
- **Increased need to urinate**—This can occur as your body tries to get rid of the extra fluid.

HOW CAN I REDUCE THE EXTRA FLUID IN MY BODY?

Cardiologists and registered dietitians can help you manage fluid retention with medicine and nutrition plans. Here are a few steps you can take at home.

- **Monitor your weight and lose weight if needed**—Speak with your doctor about what your ideal weight is. Your “dry weight” is your regular weight when you are not retaining fluid.
- **Cut back on salt/sodium**—Salt is the main source of sodium. It is found naturally in and also added to many of the foods we eat. Sodium causes your body to hold on to water. Most nutrition plans for CHF patients limit sodium intake.
- **Take diuretics as directed**—Diuretics, also known as water pills, help your kidneys remove extra water and salt from your body. They can also relieve swelling in your legs.

Call your doctor immediately if you gain two or more pounds in one day or five or more pounds in three days, have swelling that is getting worse, have trouble breathing or feel bloated or nauseous and have lost your appetite.



“Heart failure and CHF are chronic conditions, meaning they do not go away but can be successfully managed so patients can still live a full, high-quality life,” Dr. Muthu said. “We help our patients find the right medications, lifestyle changes, nutrition enhancements and preventive measures to stay well and avoid complications.”

Managing CHF is a personal journey.

“When we first started treating my CHF, I began new medications, cut back on sugar and alcohol, and tried to get my weight down because the more you weigh, the harder your heart has to work,” Burch said. “You have to get rid of the things that aren't helping you and focus on strengthening your heart. I also started exercising more. I came to love using my stationary bike.”

PREVENTING COMPLICATIONS

Heart failure affects about 6.5 million adults in the United States and is one of the main causes of hospitalization for people over age 65. An important component of living well with CHF is learning to catch problematic symptoms early to prevent flare-ups that would require hospitalization.

“It takes time for patients to get used to monitoring their symptoms regularly at home, but it can be very effective in keeping patients out of the hospital,” Dr. Muthu said. “Michael has done a very good job of monitoring his weight, watching for signs of fluid retention, checking his blood pressure and complying with his medication schedule and diet changes.”



Developing a relationship with a trusted cardiologist is another important factor in managing heart failure. A cardiologist is a heart specialist who will help patients develop effective treatment plans and educate them on how to listen to their body.

“It is so important for patients in life-changing events, like a CHF diagnosis, to feel supported,” Burch said. “Find a physician you’re comfortable with and can build a relationship with. I am so grateful I found Dr. Muthu—she is always reachable and I’ve never had a doctor call me personally to see how I’m doing.”

STAYING WELL AND THRIVING

Burch continues to see Dr. Muthu for regular checkups to ensure his heart is staying healthy. He has EKGs, bloodwork and medication reviews to track his progress.

“A normal heart muscle should pump above 55% of capacity,” Dr. Muthu said. “When Michael first came to see me, his heart muscle was pumping at only 15%. With his diligence in caring for himself and committing to healthy habits, his heart progressed to 30% and then 45% within a few months, and today he has improved to 50%.”

Burch said his energy is back and he’s not putting his health on the back burner anymore. He attributes his progress to listening to his body, taking his health seriously and staying in touch with his doctor.

“The key to longevity and living healthy is finding a great physician and asking lots of questions,” Burch said. “Be in tune with your body—the signs are there, you just have to listen to them. And be good to your heart, it’s the only heart you’ve got!”



Looking for a cardiologist? Visit umbwheart.org to find a heart specialist at UM BWMC.

TOP 5 QUESTIONS FROM PATIENTS DIAGNOSED WITH HEART FAILURE

University of Maryland Baltimore Washington Medical Center cardiologist Vasundhara Muthu, MD, reveals the top five questions she receives from patients who are newly diagnosed with heart failure.

1. Why did I develop heart failure?

Heart failure can be caused by a variety of conditions, including hypertension, infection, coronary artery disease or genetic causes.

2. How much salt is safe to eat?

The 2015–2020 Dietary Guidelines for Americans recommend that Americans consume less than 2,300 milligrams of sodium per day. Beware of the salty six: bread and rolls, pizza, sandwiches and burgers, deli meats, canned soups, and burritos and tacos. Preparing your food at home rather than eating out allows you to control how much salt goes into your food.

3. What does weight monitoring do?

Weight gain can be a sign of fluid retention, which is dangerous for the heart and lungs. Weigh yourself every day. If you gain two to three pounds in one to two days, or five pounds in one week, call your physician.

4. How do new medications help me?

You may be prescribed medications that help the heart muscle heal over time and make it able to pump blood more effectively, thereby increasing your longevity. Diuretics are also commonly used to remove extra water and salt from the body and relieve swelling.

5. What does it mean if my heart pumping function does not improve?

It is important to know that treatment has improved significantly over the years. Medications are better and have improved compared to even ten years ago. Congestive heart failure (CHF) is a manageable condition as long as the patient and doctor work together, and when patients closely follow their care plans.

READY FOR

COVID-19!

ACTIVATING A
BIOCONTAINMENT
UNIT FOR THE
SICKEST PATIENTS

IT'S OFTEN WHERE THE MOST COMPLEX PATIENTS MUST TURN: AN ACADEMIC MEDICAL CENTER.

KNOWING THAT VERY sick and contagious patients were imminent because of COVID-19, teams at the University of Maryland Medical Center (UMMC) began preparing long before coronavirus was declared a pandemic.

In 2014, when there was concern over a possible Ebola outbreak in the United States, UMMC established a Biocontainment Unit (BCU) by readying people and adapting part of an existing intensive care unit. Dedicated to containing and caring for infectious disease patients, a multidisciplinary team was prepared to deliver greater care under uniquely challenging circumstances.

No Ebola cases came to Baltimore, but the BCU remained part of UMMC's emergency planning. The staff trained regularly and readied themselves for different scenarios that could lie ahead.

Fast forward to 2020: The BCU became the first COVID-dedicated unit in the University of Maryland Medical System (UMMS), and where the first critically ill patients came. The sickest COVID-19 patients in UMMS community hospitals across Maryland would be transferred to UMMC when they required the advanced care that an academic medical center can provide. The team quadrupled in size and played an essential role in caring for COVID-19 patients, especially those needing life support.

"What's significant isn't that we created a unit, it's that we have medical professionals, nurses and ancillary staff from different backgrounds, coming together and seamlessly working together to treat the sickest patients," explained Louie Lee, RN.

Every person on this team volunteers for the post. It is an array of people from various specialties, including medical and intensive care, as well as pediatrics, labor and delivery, outpatient care, respiratory therapy and other rehabilitation services. "To see everyone perform at such a high level is mind-blowing," said C. Pat Lombardi, RN, another member of the BCU.

ACTIVATING THE BCU

"When we activated the Biocontainment Unit this time, it was hectic, and we did not know what to expect," said Corey Stults, RN. But he is quick to point out that things normalized quickly.

In addition to adding more staff, the BCU's initial location was moved to a wing within the R Adams Cowley Shock Trauma Center where it could accommodate up to 32 patients, many on advanced life support. It also needed negative-pressure rooms to prevent the virus from becoming airborne.

"We spent time getting the rooms fully ready. For instance, we included specialty beds that turn patients regularly," says Lee. These high-tech beds help prevent complications from being in one position for too long.

"We were ready. Without exception, everyone was stepping up, making a difference. It was nurses, techs, unit secretaries, social workers all together with one common goal," said Hannah Entwistle, RN.

The BCU was not the only unit caring for COVID-positive patients, but it remained the place for the sickest patients throughout the state who needed the most advanced care.

ON THE UNIT

At a quick glance the BCU looks like a typical intensive care unit (ICU), but some things are noticeably different. "It is very quiet and there are a lot less people. It's almost a little eerie when you enter," said Natalie Mollish, RN, a nurse in the BCU.

The patients are behind the "airlock" in the "Hot Zone." Many of them are on both ventilators and ECMO (extracorporeal membrane oxygenation), a technology that takes over the work of the lungs—keeping a patient's blood full of oxygen—until they can heal. No one is allowed to just walk in. There are two sets of doors to ensure infection prevention and extensive protocols about what must be worn when entering the space.

The trends the public has heard about COVID-19 patients are consistent in the BCU. For instance, a patient can be any age. The common thread is that they are very sick, with many body functions shutting down.

SUSTAINING LIFE

UMMC is one of the leading hospitals in the country in its pioneering use of ECMO, with one of the largest ECMO programs in the country. Physicians and nurses have saved the lives of patients by using ECMO for critically ill patients after traumatic injury, organ failure and other life-threatening conditions. Now, it is being used to help COVID patients survive.

"ECMO is an extreme type of life support. This technology is not a treatment. It does not fight COVID, but it helps keep the body from further organ failure. It is highly specialized, very labor intensive and requires specific training, so it is not available everywhere and is only at two hospitals in the state," explained Ali Tabatabai, MD, assistant professor of medicine at University of Maryland School of Medicine and BCU Medical Director.

DONNING AND DOFFING PPE

Personal protective equipment (PPE) is vital in keeping the clinical teams safe. The specific way the PPE is put on and taken off is called donning (putting on) and doffing (taking off).

Learn more about ECMO by visiting umm.edu/ECMO.

There are staff dedicated to ensuring PPE is donned and doffed properly. It takes 5 to 10 minutes to don the PPE. Doffing can be lengthier since the team must be extra careful not to contaminate themselves.

Wearing so much PPE is a different way of working. Fans designed to keep air flowing out of the head coverings protect the wearer from COVID but can make it difficult for staff to hear one another.

DIFFERENT STYLE OF NURSING

The way teams care for patients is a little different as well. In the ICU, a nurse will oversee one or two patients whom they know “inside and out,” said Stults. In the BCU, team-based nursing has been initiated where intensive care nurses and intermediate care nurses are paired together to care for up to four patients at once.

Entwistle likens it to football. “Instead of one on one, we are using zone defense. We are taking care of twice the number of patients but in a team.”

“In the ICU, it’s hard enough to help families understand what is happening to their loved ones when they can see them. It’s that much harder for them to understand what is happening when they can’t see them,” said Stults. Often staff relied on tablets as a way for family to see their loved one since visitor policies had to change during the pandemic.

CELEBRATING THE WINS

It is impossible to predict how COVID-19 will impact a person. There have been victories inside the BCU. The very first patient recovered and the team continues to get updates on his progress. Another patient was a new mom who recovered and was reunited with her baby. These successes are celebrated by the team and give them hope that others will survive.

“When it comes to COVID-19, every person is on the frontline, including everyone who is at home and anyone wearing a mask. When patients reach us in the BCU, we are the last line,” explained Entwistle. But those very sick patients have a team inside this academic medical center fighting for their survival. Every person in the BCU, covered from head to toe in PPE, is putting every effort on the line to positively impact the lives of the sickest Marylanders fighting COVID-19.



Hear more from the team in the Biocontainment Unit at umm.edu/BCU.

STORIES FROM UM BWMC'S FRONT LINE



Iskra Jones, RN

When COVID-19 first hit Maryland, University of Maryland Baltimore Washington Medical Center transformed one of its hospital units into a dedicated COVID-19 containment unit to provide specialized critical care for

patients diagnosed with COVID-19. We asked Iskra Jones, RN, the nurse manager of the COVID-19 unit, what it was like for nurses and physicians working in this unit during the highest peak of the virus.

Iskra described how the intensity of working in a COVID-19 containment unit was very unique.

“We learned as we went along and we tried to keep our spirits up by motivating each other every day,” Jones said. “There were a lot of long, hard days dealing with very sick patients who were not able to be visited by family and friends due to the strict patient safety visitor policy.”

While it was one of the most challenging times in many team members’ careers, it was also incredibly rewarding.

“It felt amazing to save people’s lives,” Jones said. “As time went on we would discharge more patients each day. One day five patients were discharged, which was a wonderful celebration. The pride that you feel is hard to explain in words, but this definitely brought our team closer together.”

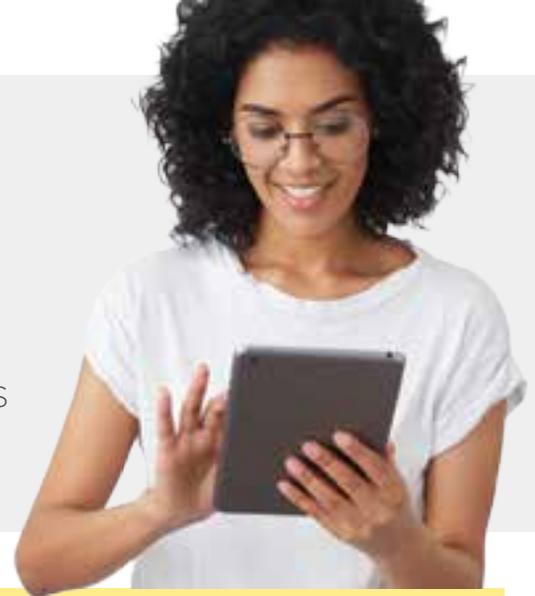
Health care workers have been touted as heroes during the pandemic, but Jones said they are simply doing their jobs.

“We don’t think of ourselves as heroes, we chose this profession to help people. However we are very appreciative of everyone’s kind words and gestures for the support given to us during this time.”

See inside the UM BWMC COVID-19 unit and hear more stories from our front-line staff. To watch the video, visit umbwmc.org/kudo.

Where to Turn FOR CARE

UNIVERSITY OF MARYLAND MEDICAL SYSTEM PROVIDES SEVERAL WAYS FOR PATIENTS TO GET THE CARE THEY NEED BASED ON THE URGENCY OF THE SITUATION.



DOCTOR'S OFFICE \$

Your primary care physician knows you best, so turn here first unless your need is urgent. Best for:

- Routine wellness visits, preventive care and immunizations
- Treating rashes, cold and flu symptoms, high blood pressure, tooth pain, sore throat, pink eye, lower back pain, animal or insect bite, urinary tract infections
- Diabetes management, Pap smear, colonoscopy

TELEMEDICINE VISIT \$

Remote visits are convenient and provide social distancing. Best for:

- Treating seasonal allergies, sinus infection, rash, conjunctivitis, headache, back strain, minor burns, urinary tract infections, cold and flu symptoms
- Managing asthma, COPD and other pulmonary conditions, behavioral health, cancer treatment symptoms, diabetes, gastrointestinal conditions, high blood pressure and many other heart and vascular conditions, neurological conditions, pain management, palliative care, and some prenatal appointments



PATIENT HEALTH PORTAL [\$\$\$]

A secure online portal supplements telemedicine or doctor's office visits by providing access to health information anywhere with an internet connection. UMMS patients use MyPortfolio. Best for:

- Direct messaging for answers to basic medical questions
- Accessing test results
- Requesting appointments and prescription refills
- Check in online before an appointment



URGENT CARE CENTER \$\$\$

Turn here if you have an urgent but not life-threatening need for care when your doctor's office is closed, your doctor is unavailable or you don't have a primary care physician. Best for:

- Treating sprains and strains, injuries requiring stitches, cold and flu symptoms, sore throat, rash, pink eye, tooth pain, lower back pain, animal or insect bites, urinary tract infection



EMERGENCY ROOM \$\$\$\$

Seek emergency care immediately in a potentially life-threatening situation. Best for:

- Allergic reactions, breathing problems, babies needing immediate care, serious eye or head injuries, severe burns, suspected drug overdose, poisoning, severe abdominal pain, severe chest pain, possible heart attack or stroke symptoms, high fever



COST FOR MOST INSURED PATIENTS

[\$] = free

\$ = most affordable

\$\$ = more expensive

\$\$\$ = can be very expensive

Co-pays and fees may vary depending on insurance coverage and other factors.



To find out how to access care near you, including telemedicine virtual visits with a doctor, visit umms.org.

UM BWMC's new outpatient care building will open in fall 2021.



THE POWER OF CARING

BWMC FOUNDATION THANKS OUR CORPORATE PARTNERS

- M&T Bank
- Strategic Factory
- Sandy Spring Bank
- Hospice of the Chesapeake
- Baltimore Washington Emergency Physicians
- First National Bank

As a BWMC Foundation Corporate Partner, your company will receive high-value exposure and unique benefits customized to maximize your marketing and philanthropic goals. We offer many levels and opportunities to get involved that support Hospital, as well as community, programs and include event participation, leadership volunteer positions, exclusive invitations, and more.

To learn more, please visit umbwmc.org/giving/corporate-partnership-program.

SOMETHING SPECIAL IS WOVEN INTO THE FABRIC OF UM BALTIMORE WASHINGTON MEDICAL CENTER.

YOU CAN SEE it and feel it through our team's exceptional clinical expertise and daily acts of kindness and compassion: the warmth of a comforting touch, the appreciation of an attentive ear, the relief found with a caring word. Our health care team continues to rise to the challenges of COVID-19 with a focus on teamwork, innovation, resiliency and a steadfast commitment to deliver the highest quality health care to our community.

We like to call this *The Power of Caring*.

Over the next few years, we are investing in The Power of Caring to meet the changing needs of our community. In addition to transforming space and services inside the hospital, we're constructing a brand new, state-of-the-art Outpatient Care Building on the campus of UM BWMC. This will allow greater, more convenient access to health services and other programs that promote wellness across the community

every day—so you can continue to receive the care and support you need when, where, and how you need it.

The new 101,451-square-foot Outpatient Care Building will open in fall 2021 and will offer:

- Expanded UM Center for Diabetes and Endocrinology
- Convenient, updated space for Vascular, Neurosciences and Orthopaedic outpatient services
- Retail pharmacy providing faster, easier access to medications
- Wellness Center for community programs and initiatives to foster health and well-being
- Employee Learning Center, featuring an innovative simulation lab, to enhance our focus on workforce development and to enhance clinical training opportunities



To learn more about The Power of Caring, our plans, and to find out how you can help make a difference, please visit: umbwmc.org/giving.



Are You Ready for FLU SEASON?

THE COVID-19 PANDEMIC MAY BE TOP OF MIND, BUT ANOTHER DANGEROUS RESPIRATORY ILLNESS—FLU—IS ALREADY CIRCULATING.

FLU CASES TYPICALLY peak between December and February. Here's what you can do to prepare:

GET A FLU SHOT SOON. Getting your flu shot as early as possible this year is even more important because of the pandemic. The Centers for Disease Control and Prevention (CDC) recommends everyone 6 months of age or older get a flu shot before the end of October. Your body needs about two weeks after you receive the shot to start forming protective antibodies, so if you get vaccinated in early fall, your immune system will be ready by the time flu season is raging.

NO EXCUSES. Social distancing doesn't make you immune to the flu. Don't be afraid to get your flu shot. University of Maryland Medical System is taking many precautions to keep our facilities safe for care. There are also many other places where you can get the shot this year, including some pharmacies.

IF YOU'RE SICK. If you have flu-like symptoms or don't feel well, stay home. Preventing the spread of flu is always important but especially so this year. Reducing flu spread not only keeps others healthy, but it also reduces strain on the healthcare system as we fight the pandemic.

GET IN A GOOD HYGIENE GROOVE. If you start practicing preventive steps now—such as washing hands often, not touching your face, covering your mouth when coughing or sneezing, and sanitizing frequently touched objects and surfaces—they'll be second nature by flu season.



To learn where you can get a flu vaccine near you, visit umbwmc.org/flu.

NEWS & Events

UPDATE: BECAUSE OF COVID-19 PRECAUTIONS, ALL ON-CAMPUS PROGRAMS HAVE BEEN TEMPORARILY CANCELED. BELOW IS A LIST OF OFFERINGS THAT WILL RESUME ONCE COVID-19 CANCELLATIONS LIFT.

BLOOD DRIVES

Participate in an American Red Cross blood drive at University of Maryland Baltimore Washington Medical Center and help save lives. Review eligibility guidelines at redcrossblood.org. *Note: blood drives are still being offered during COVID-19 response.*

WORKSHOPS & CLINICS

- CPR Anytime® class to teach adult and infant CPR skills
- Safe at Home® class to prepare young students how to safely stay home alone
- Safe Sitter® class to teach young students how safely babysit
- Smoking Cessation classes to help adults quit smoking
- Preventing Diabetes and Building Healthy Habits class to explore lifestyle changes to prevent diabetes and improve overall health
- Opioid Response Training to help the community learn how to spot signs of an opioid overdose and how to administer naloxone (Narcan)

CLASSES FOR PARENTS & GROWING FAMILIES

- Childbirth education classes
- Stork's Nest, an incentive-based program to help prevent premature births, low birth weight babies and infant mortality
- Pascal Women's Center tour

SUPPORT GROUPS

- Breastfeeding Support Group
- Cancer Support Group
- Diabetes Support Group
- Mental Health Support Group
- Stroke Support Group
- Parkinson's Disease Support Group

HEALING YOGA CLASSES

- Yoga for Stroke Patients
- Therapeutic Yoga for Pain Relief

LET'S TALK ABOUT HEALTH A Community Conversation

- Third Wednesday of each month, 12pm
- Tune in for a lunchtime webinar series on a different health topic each month. Learn more and register for the webinar at umms.org/letstalk.

Please call **410-553-8103** or visit umbwmc.org/calendar for any exceptions, virtual offerings and more information. As always, the health and safety of our patients, visitors and community remain our priority.



Baltimore Washington Medical Center
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 Glen Burnie, MD 21061-5803



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Be a part of something greater.

**Unmatched
 expertise you
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 Visit umbwheart.org or call 410-768-0919.