



UNIVERSITY of MARYLAND
CAPITAL REGION HEALTH



COMMUNITY HEALTH
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SUPPORTING
OUR COMMUNITIES

MARYLAND
ON HEALTH



a message to **OUR COMMUNITY:**

University of Maryland Capital Region Health (formerly Dimensions Healthcare System) is the newest affiliate of the University of Maryland Medical System.

Established in 1982, University of Maryland Capital Region Health (UM Capital) is an integrated, not-for-profit healthcare system serving residents of Prince George's County, Maryland and the Southern region of Maryland. It is the largest not-for-profit provider of healthcare services in Prince George's County.

UM Capital member institutions include:

- University of Maryland Prince George's Hospital Center (UM PGHC)
- University of Maryland Laurel Regional Hospital (UM LRH)
- University of Maryland Bowie Health Campus (UM BHC)
- University of Maryland Family Health and Wellness Center, Cheverly (UM FHC)
- University of Maryland Family Health and Wellness Center, Laurel (UM FHL)
- University of Maryland Family Health and Wellness Center, Suitland (UM FHS)
- Specialty practices in Brentwood, Capital Heights and Greenbelt, Maryland

Our Mission

To enhance the health and wellness of our patients and communities, providing state-of-the-art clinical care and community leadership with compassion, dignity and respect.

Our Vision

To be the healthcare system of choice recognized for clinical, academic and service excellence through compassionate and innovative healthcare.

Our Values

University of Maryland Capital Region Health:

- **Respects** the dignity and privacy of each patient who seeks our service.
- Is committed to **Excellent Service** which exceeds the expectations of those we serve.
- Accepts and demands **Personal Accountability** for the services we provide.
- Consistently strives to provide the highest **Quality** work from individual performance.
- Promotes **Open Communication** to foster partnership and collaboration.
- Is committed to an **Innovative Environment**, encouraging new ideas and creativity.
- Is committed to having its hospitals meet the highest standards of **Safety**.

As I embark on my new role as President and Chief Executive Officer, I consider it the greatest privilege of my career to lead the University of Maryland Capital Region Health. We are dedicated to addressing the health care needs of Prince George's County, Southern Maryland and the surrounding region—both inside and outside the walls of our facilities. We are proud to deliver this Community Health Improvement Report highlighting our County-wide health priorities, key health findings, and our FY 18 community health activities serving our neighbors.

UM Capital Region Health is focused on safety, quality, patient experience, and clinical excellence – delivered through a strong collaboration between our community, physicians, nurses, and every member of our team from the front doors of our practices to the patient floor.

Since our affiliation with the University of Maryland Medical System in September 2017, we have had a busy yet fulfilling time, complete with exciting new developments as well as community-based health initiatives, including:

- In November of 2017, we broke ground on the new University of Maryland Capital Region Medical Center. This new state-of-the-art regional medical center in Largo, MD will replace UM Prince George's Hospital Center, currently in Cheverly, MD.
- In 2018, University of Maryland Laurel Regional Hospital received regulatory approval to proceed with transforming and enhancing the health care services offered in the Laurel/Beltsville area. Representing a significant step in a body of work that began more than two years ago with the input of many community voices, a new state-of-the-art health care destination – UM Laurel Medical Center— will offer 24/7 emergency care, a surgery center, and a comprehensive range of services to meet community health needs.

In addition to the many health awareness, screenings and educational events held throughout the year, a few are especially noteworthy:

- Collaborating with the March of Dimes to launch the “Mama and Baby Bus,” a mobile healthcare unit delivering maternal and child health services to women and children right in their own neighborhoods.
- Providing education and interventions to aid in quitting smoking, reaching youth to seniors via the Tobacco Use Prevention and Cessation program.
- Participating in the University of Maryland Medical System's Mental Health Community Conversation, “Not all Wounds are Visible” education symposiums.
- Partnering with NBC 4 Washington and significant participation in their annual Health and Fitness Expo at the Walter E. Washington Convention Center in Washington, DC.
- Offering the national “Stop the Bleed” education campaign – a world class bleed control training program that prepares community members to save lives in the event of uncontrolled bleeding from injury.

It is our privilege to be a part of these and many other programs, all of which contribute to the promising future of University of Maryland Capital Region Health, where improving the health care of our community is a top priority.

We invite you to follow our journey and work with us to accomplish great things together.

Sincerely,



Sherry B. Perkins, PhD, RN, FAAN
President & CEO
UM Capital Region Health

COMMUNITY HEALTH IMPROVEMENT REPORT

Women's Health

In Prince George's County Maryland 27% of women, or 1 out of 4 receive inadequate prenatal care. Women on Medicaid and young women (under 25 years) are more likely to lack adequate care and while infant deaths have declined over the last decade to a low of 7.8 per 1,000 live births, disparities still exist with Black, non-Hispanic women consistently having a higher rate of infant deaths, at 8.4 per 1,000 live births in 2013. To that end, UM Capital has recently made significant enhancements in the area of Women's Services; including OB/GYN services and Maternal and Fetal Medicine with the goal of becoming the provider of choice recognized in Prince George's County for comprehensive, compassionate, state-of-art, customer driven women's health services.

In an effort to increase community awareness we have participated and offered a variety of different Women's health engagement opportunities. Key activities have included: A Fall Prematurity Awareness Health Fair providing valuable health information to participants as it relates to Maternal Health and Infant Mortality; a Doula and Midwife Tea—a community focused event seeking to engage and foster collaboration among our midwifery team and community doula's as it relates to best practices in the field; and the first UM Capital Health Baby Shower in partnership with Access to Wholistic and Productive Living Institute, a local community-based health organization.

Mama & Baby Bus Program

UM Capital Region Health has signed a three-year partnership agreement to provide health services in Prince George's County through the Mama & Baby Mobile Unit, a traveling mobile health unit owned by the March of Dimes. The Mama & Baby Mobile Unit serves as a healthcare access point for under-insured, uninsured and under-served women and children. The Mama & Baby Mobile Unit provides basic, uncomplicated maternal and child health services through partnerships with local community based organizations, shelters, food pantries, faith institutions, schools and institutions of higher learning. Since the kick-off in summer of 2017, the mobile unit has seen over 150 patients. In addition, 100% of all women who have a well-woman exam on the mobile unit receive an annual depression screen and referral to further diagnosis and treatment, as needed.



Behavioral Health

Depression and anxiety are the most common mental illnesses in the United States. Each year, 40 million adults in America are affected by anxiety disorders and more than 16 million adults are affected by depression. Anxiety can interfere with daily activities by producing feelings of nervousness, panic, increased heart rate and fatigue. Depression is a mood disorder that causes a persistent feeling of sadness and loss of interest affecting one's mental and physical well-being.

In 2018 UM Capital Region joined the UMMS Mental Health Community Conversation, "Not all Wounds are Visible," semi-annual health education symposium. This year's theme, "Let's Talk about Depression and Anxiety," was presented in two parts. The May 2018 conversation focused on the impact of depression and anxiety on women and children; and the conversation in November of 2018 focused on the impact of depression and anxiety on men and seniors.

The conversations are led by experts in the field and include powerful testimonies given by those who have dealt with depression, anxiety or its prevalence and impact. For more information or to register for the next symposium please visit umms.org/communityhealth.

In June of 2018, UM Capital Region hosted its first Mental Health First Aid Training. Mental Health First Aid is a public education program designed to teach members of the public how to respond in a mental health emergency and to offer support to someone who appears to be in emotional distress. Mental Health First Aid is included on the Substance Abuse and Mental Health Services Administration's National Registry of Evidence-based Programs and Practices.

Mental Health First Aid is similar to traditional First Aid. Just as traditional First Aid provides help to an injured person until professional medical treatment is available, Mental Health First Aid is the help offered to a person developing a mental health problem or experiencing a mental health crisis until appropriate treatment and support are received or until the crisis is resolved.

Mental Health First Aid training is a positive step forward to support the treatment and recovery process for people experiencing mental illness and reducing the stigma associated with mental illness.

UM Capital Region will host trainings twice a year. For a list of upcoming dates and times, please visit our website at UMCapitalRegion.org.



Stop the Bleed

The Stop the Bleed Program was born in the aftermath of the Sandy Hook Elementary school shooting in Newtown, CT. In April 2013, a group known as the Joint Committee to Create a National Policy to Enhance Survivability from Active Shooter Events and Intentional Mass Casualty was convened by the American College of Surgeons (ACS) in collaboration with others in the medical community and representatives from the federal government, the National Security Council, the U.S. military, the Federal Bureau of Investigation, and governmental and nongovernmental emergency medical response organizations, among others. Together, they created a protocol for national policy to enhance survivability from active shooter and intentional mass casualty events.

Stop the Bleed is a national awareness campaign and call-to-action, intended to cultivate grassroots efforts that encourage bystanders to become trained, equipped, and empowered to help in a bleeding emergency before professional help arrives. Our UM Capital Region Trauma Team, located at UM Prince George’s Hospital center has provided this training to over 240 individuals in the Washington, DC Region. Training sites have included local schools, health fairs, community and senior centers, with the largest training session taking place at the NBC4 Health and Fitness Expo at the Washington, DC convention center, where 144 individuals were trained.

Tobacco Use Prevention and Cessation – TUPAC

Tobacco use is the leading cause of preventable death in this country; reducing its prevalence provides an unprecedented opportunity to save lives and money. In 2002, UM Capital Region Health (then Dimensions Healthcare System) in coordination with the Prince George’s County Health Department created “Commit to Quit”; an initiative aimed at helping the community become smoke-free. The effort addressed the cognitive, behavioral and physiological aspects of smoking cessation through guidance and support. Each year since, the initiative has provided programming to help community members quit smoking, often partnering with several outside organizations.

UM Capital Region’s TUPAC program provides consultations within the hospital, in the community and by telephone. Individual and group therapy sessions are provided on and off-site as well as presentations and educational information on tobacco use, effect and prevention, relapse and cessation, among others. The TUPAC program currently partners with over 20 community organizations including the Maryland National Capital Park and Planning Commission, the Prince George’s County Housing Authority and the Maryland Department of health and Mental Hygiene. In FY 18, 109 program participants completed cessation classes internally and 264 participates completed community based cessation classes with an 80% overall success rate. In addition, a total of 200 telephone consultations were provided.

Health Screenings

We continue to enhance our presence in communities, bringing events and screenings to citizens, their families and friends, as we work toward educating everyone about the value of a healthy lifestyle. UM Capital Region participates in a number of community health events in Prince George’s County and hosts some of our own throughout each year. Key community events include: the NBC 4 Health & Fitness Expo; the First Baptist Church of Glenarden Health Expo; Give Kids a Smile Event-A National Program implemented by the American Dental Association and hosted at our UM Family Health and Wellness Center, Suitland location; The Bowie Health Fair; the Laurel Main Street Festival, as well as, a series of UM Capital Region Heart Health Awareness events during the month of February in observance of Heart Health Month.

Health fairs allow an opportunity for both the hospital staff and the community to engage in an informal and often entertaining setting as it relates to addressing the health needs of the community. Participation in health fairs, whether in the community or on site at our facilities, allows UM Capital Region the opportunity to promote its health service areas, ambulatory care sites and physicians while conducting a variety of different health screenings. These events provide an entertaining but informative way to educate community members on the importance of making their health a top priority.

In 2018, we provided over 500 community health screenings.



Senior Dining

UM Capital Region Health’s Senior Dining and Lecture Series is a great opportunity for the senior population (age 55+) to learn proactive measures to maintain optimum health. Topics range from diabetes, heart disease, sleep apnea and many others. These bi-monthly community lectures are designed to educate seniors, raise awareness of and help explain risk factors, methods of diagnosis and treatments for a variety of health conditions. Expert advice is presented by UM Capital Region Health’s board-certified physicians and other allied health professionals. The lectures are also an opportunity for Seniors to enjoy a healthy meal and meet and mingle with other residents in the community. Approximately 325 seniors take advantage of the program every year.

COMMUNITY HEALTH NEEDS ASSESSMENT

In 2016, for the first time, all five hospitals in Prince George's County (Doctors Community Hospital, Fort Washington Medical Center, Laurel Regional Hospital, MedStar Southern Maryland Hospital Center, and Prince George's Hospital Center) participated in a process to develop a joint community health needs assessment with the Prince George's County Health Department (PGCHD). Staff from UM Prince George's Hospital Center and UM Laurel Regional Hospital as well as well as UM Capital Region Corporate Staff (then referred to Dimensions Healthcare System corporate) participated in the County-wide process.

Process

The PGCHD structured the CHNA process to maximize community input, learn from community experts, utilize existing local, state and national data, and ensure a comprehensive community prioritization process as well as meet all federal and State requirements related to community benefit plans. PGCHD staff led the CHNA process including developing the data collection tools and analyzing the results with input from hospital representatives.

Data for completing the CHNA was obtained from both primary and secondary sources which included:

- County resident survey administered in English and Spanish,
- Community-based organization survey,
- Key informant interviews,
- Secondary data from local, state, and national data sets, and
- Inclusive community prioritization process with representatives across the County.

Key Findings & County Wide Health Priorities

The Health Department prepared the *2016 Prince George's County Community Health Needs Assessment* that includes a detailed description of the process and the major findings. The Health Department also produced a comprehensive inventory of community resources and assets and hospital specific profiles, including *UM Prince George's Hospital Center Service Profile* and *UM Laurel Regional Hospital Center Service Profile*.

The County-wide CHNA found that many of the health disparities in the County were driven by social determinants of health including poverty, food insecurity, lack of access to healthy food, affordable housing, low employment, lack of educational attainment, inadequate financial resources and disparate built environment. Findings also indicated that, while progress has been made with implementation of components of the primary healthcare strategic plan, the County continues to have a shortage of primary care providers, medical specialists, behavioral health providers, and dentists. Furthermore, residents lack knowledge of existing resources and/or how to access those resources appropriately. The leading health challenges identified through the data analyses and County-wide prioritization process are: chronic conditions, behavioral health, health disparities in cancer, HIV, and adult asthma.



CHNA IMPLEMENTATION PLAN

Although the joint CHNA encompassed the needs of the County's hospitals as a whole it was not a series of hospital-specific needs assessments. The assessment utilized quantitative and qualitative data, as available. The joint County-wide CHNA provides required data and information for the hospitals to use. Each hospital used the data collected in the CHNA process to: 1) identify their own geographical priority issues; 2) develop and implement strategies and action plans for each priority issue, and 3) establish accountability to ensure measurable health improvement.

The final County-wide CHNA was submitted to the hospitals in early June 2016. The full assessment can be found on the umcapitalregion.org website under community involvement. Each participating hospital then produced its Community Health Implementation Plan (CHIP), which outline the priorities for each hospital and initiatives it will implement to address the needs identified in the CHNA. A Summary of our Hospital-specific CHIP implementation Plans for activities for UM LRH and UM PGHC are as follows:

UM Laurel Regional Hospital FY 2017 CHIP Priorities

Priority Area 1: Social Determinants of Health Risk Factors

- *Promote Wellness, Behavior Change, and Engagement In Appropriate Care (Physical, mental, emotional, and behavioral health)*

Key Hospital Initiatives Include: Participation in health fairs for enhanced screening, health literacy and community education, collaborate with community partners and schools to organize education and awareness events.



Priority Area 2: Physical Health and Chronic Disease Management

- *Improve Chronic Disease Management*
Key Hospital Initiatives Include: Living Well- Diabetes Self-Management Program, Congestive Heart Failure Initiative, Pulmonary Home Initiative.
- *Improve Transitional Care*
Key Hospital Initiatives Include: Developing intensive coordination services in the ED and inpatient settings to ensure clinical follow up, medication management, and appropriate linkages to community services (focused specifically on high-utilizers with chronic or complex conditions). Implement Ambulatory Care Transitions teams and enroll high utilizers in mobile integrated health program.

UM Prince George's Hospital Center FY 2017 CHIP Priorities

Priority Area 2: Physical Health and Chronic Disease Management

- *Improve Chronic Disease Management*
Key Hospital Initiatives Include: Living Well- Diabetes Self-Management Program, Congestive Heart Failure Initiative, Pulmonary Home Initiative.

- *Improve Transitional Care*
Key Hospital Initiatives Include: Developing intensive coordination services in the ED and inpatient settings to ensure clinical follow up, medication management, and appropriate linkages to community services (focused specifically on high-utilizers with chronic or complex conditions). Implement Ambulatory Care Transitions teams and enroll high utilizers in mobile integrated health program.

Priority Area 3: Behavioral Health

- *Develop Behavioral Health Outreach and Education Programs in Clinical and Community-based Settings*
Key Hospital Initiatives Include: Implement health education and primary prevention activities in response to behavioral health needs. Such activities would include:

FINANCIAL ASSISTANCE POLICY

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. There may be services provided by physicians or other providers that are not covered by the hospital's Financial Assistance Policy.
3. Services provided at one of the UM Capital Region Health clinics may be considered for financial assistance at that clinic or practice. You can call 301-618-6979 or 301-618-2273 if you have questions.

How the Process Works

When you become a patient, we ask if you have any health insurance. We will not charge you more for hospital services than we charge people with health insurance. The hospital will:

1. Give you information about our financial assistance policy or
2. Offer you help with a counselor who will assist 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.

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 in to us.

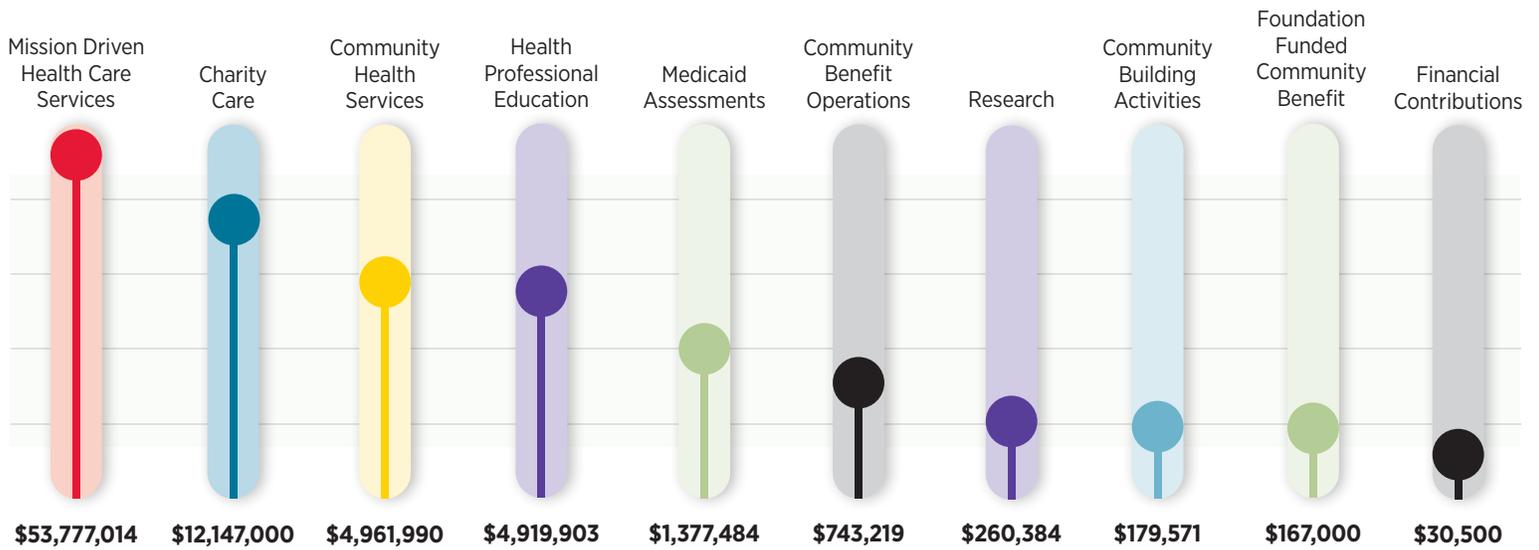
PLEASE NOTE: The hospital must screen patients for Medicaid before giving financial help.

Other Helpful Information

1. You can get a free copy of our Financial Assistance Policy and Application Form:
 - Online at www.umcapitalregion.org
 - In person at the Financial Assistance Office:
 Prince George's Hospital Center
 3001 Hospital Drive, Cheverly, MD
 2nd floor, Eligibility Services/Financial Assistance Program
 - By mail by sending your request to:
 Financial Assistance Program
 Prince George's Hospital Center
 3001 Hospital Drive, 2nd Floor
 Cheverly, MD 20785
2. You can call the Financial Assistance Office if you have questions or need help applying. You can also call if you need help in another language. Call: 301-618-3250.

COMMUNITY BENEFITS FINANCIAL CONTRIBUTIONS for Fiscal Year 2018

UM Laurel Regional Hospital and UM Prince George's Hospital Center



\$78,564,066 TOTAL COMMUNITY BENEFIT





UNIVERSITY of MARYLAND CAPITAL REGION HEALTH

University of Maryland Bowie Health Center
15001 Health Center Drive
Bowie, MD 20716
301-262-5511

**University of Maryland
Capital Region Health Specialty Care**
7501 Greenway Center Drive, Suite 220
Greenbelt, MD 20770
4725 Marlboro Pike
Capitol Heights MD, 20743
240-354-2781

301-618-2273

**University of Maryland
Family Health and Wellness Center**
5001 Silver Hill Road
Suitland, MD 20746

2900 Mercy Lane
Cheverly, MD 20785

7350 Van Dusen Road, Suite 260/Suite 350
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301-618-2273

**University of Maryland
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7300 Van Dusen Road
Laurel, MD 20707
301-725-4300

**University of Maryland
Prince George's Hospital Center**
3001 Hospital Drive
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301-618-2000

**University of Maryland Senior Health
Center**
3601 Taylor Street, Suite 108
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umcapitalregion.org

