

# MARYLAND'S

HEALTH MATTERS

COVER STORY

## RENOVATIONS, COMPLETE!

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FALL 2024

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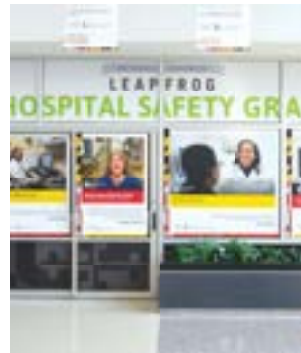
UNIVERSITY  
of MARYLAND  
MEDICAL  
SYSTEM



# 6

## RENOVATIONS, COMPLETE!

After two years of hard work, our new Emergency Department is ready to serve you better.



# 5

## A BETTER CARE EXPERIENCE

UM Charles Regional earns awards for patient safety and excellence in nursing care.

# 10

## ACADEMIC MEDICINE AT WORK:

An Answered Prayer, Right on Cue—When James Harris Jr. needed a kidney transplant, his one-time pool tournament rival Russ Redhead stepped up to be his living donor.



## STAY CONNECTED WITH

## UM CHARLES REGIONAL MEDICAL CENTER

### NOEL A. CERVINO

President/Chief Executive Officer

### WE WOULD LIKE TO HEAR FROM YOU

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**On the cover:** Stephen Smith, MD, chief medical officer at UM Charles Regional Medical Center, stands near the renovated public entrance canopy to the Emergency Department shortly after its completion.

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# MESSAGE FROM THE CEO



**OUR COMMUNITY HOSPITAL** continues to make great strides in providing our patients with comprehensive, safe and compassionate care.

This summer, we completed a two-year, \$10 million renovation of our emergency department, which is one of the busiest in

Maryland. The improvements include additional treatment rooms, a larger, more comfortable waiting area, a second triage area to enable us to more quickly assess and treat patients, and a results waiting area for patients. Combined, these improvements give us greater flexibility to meet the growing needs of our residents and continue to provide outstanding emergency care.

Even more important than our facility is the quality of our staff. In this issue, you will meet Warren Welles, a transporter at our hospital. A remarkable man, Warren became part of our staff after experiencing excellent care during visits to our emergency room and ICU. Now, he helps our patients deal with the stress of their injuries and illnesses as he transports them to receive the care they need.

Also profiled are our 2024 Health Care Champions. These five individuals—Towanda Barnes, Kelly Crabtree, Shavonne Jackson, Josie Salvador and Tonia Tayman—show the values and commitment to patient-centered care we expect from all our staff.

In fact, the commitment of our staff to your care has been recognized by the Leapfrog Group, which gave us an “A” grade for patient safety, and the Centers for Medicare & Medicaid Services, which ranked us as a four-star hospital.

Our community is growing, but so is our hospital; and we continue to meet our residents’ expectation of and right to high-quality medical care.

**Noel A. Cervino**  
President & CEO



## FROM PATIENT TO CAREGIVER

### THE INSPIRING STORY OF WARREN WELLES

**IN MARCH 2023**, complications following surgery at another hospital landed Warren Welles at UM Charles Regional Medical Center, which included two stays in the ICU.

The hospital team’s dedication and compassion during his treatment and recovery left a lasting impression.

“I was in bad shape,” Welles recalled, “but the treatment I received at UM Charles Regional was unbelievable. Everyone treated me with respect. The staff made me feel great. That’s something you don’t always find in health care.”

His connection to the hospital grew stronger during his recovery.

“I told my wife, ‘I want to be a part of that staff. They treated me so well, and I really want to give back,’” Welles said. Despite being a successful business owner with multiple ventures, the Waldorf man joined the UM Charles Regional team.

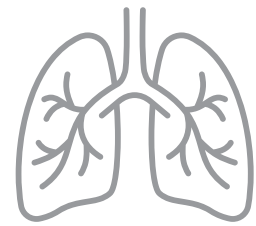
As a radiology transporter, Welles has the responsibility of transporting patients throughout the hospital for various procedures.

“I love to encourage those I transport, letting them know that the staff will take good care of them and everything will be okay,” Welles said.

His journey from critically ill patient to valued team member is a testament to the hospital’s exceptional care and community-focused approach.

“I am honored to be part of UM Charles Regional,” he said. “It really makes me feel good.”

# Protect Your Family from



# PNEUMONIA

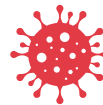
LEARN MORE ABOUT THIS SERIOUS LUNG INFECTION AND HOW TO AVOID IT.

## WHAT IS PNEUMONIA AND HOW DO YOU GET IT?

**Pneumonia**—an infection caused by viruses, bacteria or fungi:

- Causes inflammation and fluid buildup in the tiny branches of the lungs
- Prevents those areas from getting oxygen into your bloodstream
- Leads to coughing, shortness of breath and other symptoms

**Pneumonia can be contagious.** The most common way you can get pneumonia is by inhaling droplets from an infected person when they sneeze or cough. You can also get infected by touching a surface with pneumonia-causing germs and then touching your face.



## WHAT ARE COMMON SYMPTOMS?

In addition to symptoms such as coughing and chest pain, watch for:

- Chills
- Fatigue
- Fever
- Low appetite
- Reduced energy
- Shortness of breath



## GIVE PNEUMONIA YOUR BEST SHOT

Flu is the leading cause of viral pneumonia for all ages, but pneumococcus is the primary source of severe pneumonia in older adults. Staying up to date on adult vaccines, including pneumococcal, flu, and RSV, is one of the best preventive steps you can take. Vaccination can't prevent all pneumonia infections but can significantly reduce their severity.

## WHO IS MOST AT RISK TO GET PNEUMONIA?

Anyone can get pneumonia, but the following groups are the most vulnerable:

- Children younger than **2 years** old
- **Adults 65 years** old and older
- People with some **chronic illnesses** like COPD, diabetes or heart disease
- People who **smoke**

### Don't take pneumonia lightly.

It's highly treatable, but for some people who are high risk, it can lead to severe symptoms, hospitalization and even death. See your primary care provider as soon as possible, especially if you're in a high-risk group.

## FOR ADDITIONAL PROTECTION:

- Wash your hands often
- Avoid contact with people who are sick
- Eat plenty of fruits, vegetables, and other heart-healthy and immune system-boosting foods
- Exercise regularly to strengthen your immune system
- Get at least seven hours of sleep each night
- Kick the habit if you smoke



Find a primary care practice near you at [umms.org/health-services/primary-care](https://umms.org/health-services/primary-care).

# A Better Care Experience

UM CHARLES REGIONAL MEDICAL CENTER TAKES THE PATIENT EXPERIENCE SERIOUSLY. TWO OUTSIDE AGENCIES RECENTLY TOOK NOTICE.



## UNRAVELING THE RATINGS

The LeapFrog Group is a nonprofit organization that analyzes safety and quality data of hospitals across the United States. “A” is the highest grade they give.

Centers for Medicare & Medicaid Services considers a hospital’s quality in 46 key areas. These are broken into five categories, including patient experience. Five stars is its highest rating.

**THE TEAM AT** UM Charles Regional works every day to improve your safety and health. Recently, this focus has been attracting attention.

This spring, UM Charles Regional’s LeapFrog safety score jumped to an “A.” The hospital also earned a four-star patient experience rating with the Centers for Medicare & Medicaid Services.

“A good patient experience leads to better outcomes,” said Anne Weekley, MHA, BSN, vice president of Quality & Patient Experience at UM Charles Regional. “We want your experience to be so good that you leave not only healthier but also equipped to take better control of your health.”

## STEPS TO EXCELLENCE

Improving patient experience and safety scores takes dedication and hard work. The team has introduced many initiatives to support those goals, including:

- **Enhanced sepsis and stroke protocols.** Patients with sepsis or stroke require quick care. New processes ensure treatment or transfer begins within the first hour of arrival.
- **Rescue baths.** Before surgery, patients undergo chlorhexidine (CHG) bathing. CHG is more effective than soap and water at getting rid of germs and preventing infection.

- **Triad rounds.** Between 9 and 11am, physicians and nurses visit inpatients together. During this time, patients and family members can ask questions about the care plan.
- **Whiteboard tracking.** At the recommendation of the hospital’s patient advisory committee, whiteboards in patient rooms now include steps to complete before discharge. A team member checks off completed steps, so patients can track their progress day by day.

## ONGOING IMPROVEMENT IS A TEAM EFFORT

Though hospital staff is excited about these improved scores, there is always room to grow. That’s why the team constantly looks for ways to serve patients.

“Improving the patient experience is truly a team effort,” Weekley said. “From housekeeping and food service to nurses and physicians, we’re all eager to improve your care experience.”



Need expert care from professionals who treat you with empathy and respect? Turn to UM Charles Regional, where improving your health and your experience is top priority. See the latest accolades at [umms.org/charles/news](https://umms.org/charles/news).

Maxwell Ginsburg, MD, FACEP, chairman and medical director of the Department of Emergency Medicine at UM Charles Regional Medical Center, poses for a picture at the new main nursing station in the expanded and renovated ED.



# *Renovations,* **COMPLETE!**

THE RENOVATED AND EXPANDED EMERGENCY DEPARTMENT AT UM CHARLES REGIONAL MEDICAL CENTER IS NOW OPEN.



The UM Charles Regional Medical Center Emergency Department expansion and renovation project is complete with a larger, more comfortable waiting room and more handicapped and close-in parking.

**AS THE ONLY** hospital in Charles County, UM Charles Regional is constantly evolving to meet the community's changing needs. The newly renovated and expanded Emergency Department (ED) is the latest way the hospital is changing for you.

"Our community has grown, which requires us to do the same," said Joni King, RN, ED nurse manager at UM Charles Regional. "The newly expanded ED gives us more space and improved patient flow. These changes translate to better, more timely care when it matters most."

### **PATIENCE MAKES PERFECT**

When the ED renovation project began in 2022, the COVID-19 pandemic was beginning to recede. The pandemic's effects, however, lingered. New equipment and construction supplies were hard to come by, and there were shipping difficulties. As a result, the project took longer than expected.

Despite these obstacles, the leadership team kept forging ahead.

"Completing this project demonstrates the hospital's commitment to addressing the needs of a vibrant, growing community," said Stephen Smith, MD, chief medical officer at UM Charles Regional. "It's thrilling to see this potential being realized."

### **SEE WHAT'S INSIDE**

The refreshed and expanded ED offers benefits to both patients and their loved ones. A few changes that enhance the patient experience include:

- **Additional beds.** The department grew from 35 to 47 patient rooms. Five of these rooms are designed to better meet the needs of behavioral health patients.
- **Larger waiting room.** A more spacious waiting room helps patients and their loved ones feel more comfortable. It also better serves the area's growing population.
- **Negative pressure rooms.** It's important to isolate patients who come in with infectious diseases. Providing care in negative pressure rooms reduces the risk of infecting others.
- **Results waiting area.** Previously, patients relaxed in the lobby while waiting for test results. This waiting now takes place in a new 12-chair waiting area created specifically for this purpose.
- **Second triage station.** The UM Charles Regional ED serves approximately 50,000 patients each year. Nearly every one of them gets triaged first. A second triage station allows for a swifter flow of patients during peak hours.

### **A FLEXIBLE, FUTURE-PROOF ED**

All patient rooms in the updated ED have appropriate tools to provide excellent patient care. Some rooms have additional advanced technology. These rooms are used to care for patients dealing with the most serious health issues. Known as high-acuity patients, these individuals require constant monitoring.

**“This renovation was undertaken to increase our quality of care, patient safety and staff satisfaction. We want to make our Emergency Department a good place to work and receive care, and this renovation helps us meet those goals.”**

—SUSAN POOLE, RN, ASSISTANT ED NURSE MANAGER AT UM CHARLES REGIONAL MEDICAL CENTER

Thanks to the new ED’s internal monitoring system, nurses constantly monitor high-acuity patients at the main nurse’s station. If a patient has a cardiac or other event, a nurse sees the event in real time and takes steps to address it.

“We designed our rooms to serve patients of all complaints and acuities,” said Maxwell Ginsburg, MD, FACEP, chairman and director of the ED at UM Charles Regional. “As we did that, we also future-proofed the rooms to make upgrades easier in the years to come.”

With a rapidly growing community, constructing the ED for the future was essential. Otherwise, the community’s expanding needs would outgrow the ED’s usefulness. To help the ED pass the test of time, all 47 rooms have the same wiring and piping as high-acuity rooms. This allows low-acuity rooms to transform into high-acuity rooms when that need arises.

Such forward thinking sets the ED up for years of success. When additional high-acuity rooms are needed, the hospital can purchase equipment, plug it in and another high-acuity care room is available.

“These flexible rooms allow us to take care of a larger number of very sick people,” Dr. Ginsburg said. “A growing community means more high-acuity needs, and our space helps us stay ahead of the curve and continue to provide quality emergency care.”

## **CONSOLIDATED FLOW**

Originally, the UM Charles Regional ED was separated into two areas. One housed the main ED. The other contained a fast-track area for minor emergency care.

As time passed and the community’s needs changed, so did the ED. The fast-track area became a large triage area called super track. Upon arrival, most patients visited super track to undergo screening.

Medical providers then determined where to transfer patients, such as:

- Discharge
- Inpatient room
- Laboratory for testing
- Wound healing or other specialty care

For years, fast track and the ED were an effective combination. There was only one problem.

“The two areas were separated by a long hallway with a registration booth between them,” said Susan Poole, RN, assistant ED nurse manager at UM Charles Regional. “Thanks to the renovation, our department is now a more cohesive unit.”

That cohesion means more convenience for patients. It also leads to improved communication between providers, quicker transitions and enhanced safety.

## **THE FIRST OF MANY**

Completing the renovation to the UM Charles Regional ED took a couple of years. Because it was built with the future in mind, the ED will last for decades to come. Equipped with advanced technology, this renovated ED was a natural next step in the hospital’s evolution.

Like all other improvements, the renovated and expanded ED is a large step toward better care and an improved patient experience. It is not, however, the last step.

“This is just the beginning of many efforts,” Dr. Smith said. “There’s always another project in the works, and we will continue to champion and provide state-of-the-art care for our community.”



Looking for a place to trust in the event of an emergency? Get excellent care in the comfortable, beautiful new ED at UM Charles Regional. Visit [umms.org/charles/health-services/emergency-department](https://umms.org/charles/health-services/emergency-department) to learn more.





The UM Charles Regional Medical Center Emergency Department expansion and renovation project is complete with a larger, more comfortable waiting room and more handicapped and close-in parking.



The waiting room is brighter and more spacious, and contains more comfortable seating.



The trauma rooms were renovated for a cleaner, brighter look and updated for current and future medical equipment.



The new section of the Emergency Department houses patient rooms, including several dedicated to caring for behavioral health patients waiting for a transfer to another facility. It also features an enclosed nursing station and new patient bathrooms and showers.

## TIP O' THE HAT

Construction is messy and noisy. The Emergency Department (ED) renovation at UM Charles Regional Medical Center was no exception.

“At times, it was difficult to be in the space without ear protection,” admitted Joni King, RN, ED nurse manager at UM Charles Regional. “So, we offered ear plugs for patients and staff, and some of them took us up on it.”

Noise was only one issue. Additional challenges arose that required on-the-spot thinking. At one point, 15 ED beds were closed, which forced the team to get creative with the use of space. Some patients rested on beds in the ED hallway. It was the only space available.

Such an environment is not ideal to give or receive care. However, through the shuffle and commotion, patients did more than grin and bear it. They were kind and generous. They even complimented ED staff on the care provided. Most gratifying of all, patient satisfaction scores didn't change throughout the construction phase.

For those who live and work here, such constant graciousness is no surprise.

“This reflects our wonderful community,” said Stephen Smith, MD, chief medical officer at UM Charles Regional. “We serve great people who were willing to put up with some annoyances during our renovation because they realized this is a long-term investment that will serve their families' needs for generations to come.”

## (EVEN MORE) HELPING HANDS

With more space comes the need for more staff. To provide the highest level of care, UM Charles Regional Medical Center has welcomed several new emergency medicine providers in recent months.

Some new faces in the renovated ED include:

- Emergency technicians
- Nurses
- Nurse practitioners
- Physician associates
- Physicians



*An Answered Prayer,*  
**RIGHT ON CUE**

WHEN JAMES HARRIS JR. NEEDED A KIDNEY TRANSPLANT, HIS ONE-TIME POOL TOURNAMENT RIVAL RUSS REDHEAD STEPPED UP TO BE HIS LIVING DONOR.

**A KIDNEY TRANSPLANT** was Harris' last option. Denise Epps-Harris, his wife, was his champion and, thankfully, a casual conversation at a pool tournament in November 2022 led to the break Harris desperately needed. Harris, an avid pool player, struggled with end-stage kidney disease and waited for a deceased donor two years on the national waitlist. None of Harris' family members were a match to be a living kidney donor, the most promising path forward.

In that moment of need, Epps-Harris encountered Russ Redhead, a Pennsylvania pool player who, years earlier, railed against Harris—and later apologized—after losing to him in a high-stakes tournament. During her conversation with Redhead, Epps-Harris, who works at University of Maryland Medical Center (UMMC), mentioned her husband needed a kidney.

“Russ started asking me all these questions, and I just thought he was being curious,” Epps-Harris said. “And then he said, ‘I’ll do it.’ I said, ‘Do what?’ He responded, ‘I’ll be a donor.’ I started crying in the middle of the pool hall. He just gave me a hug and said, ‘It’s OK.’”

## THE GREATEST GIFT

As of March 2024, more than 89,000 people in the U.S. await a kidney from a deceased donor, according to the Organ Procurement and Transplantation Network. Most wait three to five years, the American Kidney Fund reported, and some may die before receiving an organ. Living donation offers another option—and more reason to hope.

Although most humans come into the world with two kidneys, the body can function perfectly well with just one, which makes living donation possible. Typically, living donors either direct their donated organ to go to a specific recipient, such as a friend or family member, or a stranger based on medical need. Living donors must be an adult in good health and have a blood type compatible with the recipient.

UMMC, the academic medical center of University of Maryland Medical System, hosts the region's largest kidney transplant program, where around one-third of transplanted kidneys are living donations. Potential living donors complete a thorough evaluation process that includes meeting with a transplant surgeon, a transplant nephrologist and a nurse coordinator to learn more about the donation process. Most candidates learn whether they're approved to be a living donor within a week.

For Redhead, 42, the decision to be evaluated as a potential donor for Harris, 54, was “the right thing to do” and a manifestation of his long-held values.

“The way I was raised is that you put good out into the world, and it restores a little bit of hope in other people,” Redhead said. “No matter how small or big an impact you could have on someone, the more hope you put out in the world, hopefully, the world catches on.”

## ON THE SAME TEAM

In late 2023, following an extensive evaluation, Redhead learned he was a good match for Harris and eligible to donate. For Epps-Harris, who calls Redhead her “angel,” it represented the culmination of years of advocating for her husband as a UMMC Living Donor Transplant Champion. Champions can help speed the process of finding a living donor by sharing their loved one's story and spreading the word about their need for a new organ.

On Feb. 8, 2024, after spending the previous evening playing pool together in Harris' basement, Harris and Redhead shared a fist bump before their respective surgeries. Then, in an operating room, a transplant surgeon, controlling a surgical robot from a console, removed one of Redhead's kidneys using a minimally invasive technique. Harris reflected on Redhead's generosity moments before his surgery.

“I don't know how you thank someone for doing something like that,” Harris said. “I don't think he realizes how much it means to me to have a life back.”

With the kidney in a sterile bag, a physician delivered it to a different operating room, where a second team transplanted it into Harris.

The next day dawned as the first day of the rest of Harris' life. Both patients—old competitors now forever linked by an act of kindness—took a walk down a hospital hallway and relived old pool matches.

## LIFE, ENERGIZED

Harris followed up with his nephrologist at weekly clinic visits for the first month after the transplant before transitioning to monthly appointments. Before surgery, his need for frequent dialysis treatments led him to quit his job as a truck driver and sapped his energy. Now, he feels “tremendous” compared with how he felt before receiving a new kidney.

“I have much more energy and much less stress not having to deal with dialysis,” Harris said. “I was restricted to 32 ounces of fluid [per day] prior to the transplant. Now, I can drink as much as I want.”

With no restrictions on how much he can drink, Harris enjoys frequent milkshakes—one of the small joys the kidney transplant made possible.

“I can tell he's just content with his life,” Epps-Harris said of her husband. “It's a good sight to see.”



Looking for an expert who can help you figure out the path forward after a kidney disease diagnosis? Find a nephrologist by visiting [umms.org/find-a-doctor](https://umms.org/find-a-doctor).



## CELEBRATING PRICELESS GIFTS AND SELFLESS GIVERS

Donating an organ is an extraordinary act of generosity worth celebrating. Across University of Maryland Medical System, hospitals support and recognize organ donors in a variety of ways, including:

- Connecting potential organ donors and their families with Infinite Legacy—an organ procurement organization serving the DMV area—to assess organ systems for donation potential
- Holding flag-raising ceremonies and educational programs—often in partnership with Infinite Legacy—for National Donate Life Month each April
- Honoring organ donors with special visual displays
- Hosting honor walks for organ donors and their families on the day of organ procurement
- Procuring donor organs

Thank you to the organ donors who give hope and new life to recipients and to the clinicians and staff who help make the process possible.

Do you have a loved one in need of a kidney or liver transplant? Raise awareness of their story and help them find a living donor by becoming a University of Maryland Medical Center Living Donor Transplant Champion. For more information, visit [umm.edu/LDChampion](http://umm.edu/LDChampion).

## HONORING PATIENTS &

# Saving Lives

### PARTNERSHIP INSPIRES ORGAN DONATION.

UM CHARLES REGIONAL Medical Center is proud to partner with Infinite Legacy, the nonprofit organ procurement organization serving almost 10 million people in Maryland, Northern Virginia and Washington, D.C. Infinite Legacy works closely with UM Charles Regional hospital team members to honor patients' decisions to be organ, eye and tissue donors after death. Infinite Legacy also provides families the opportunity to say "YES" to organ and tissue donation on behalf of their loved one if they did not sign up to be a donor while living.

UM Charles Regional team members collaborate with Infinite Legacy to ensure end-of-life wishes are honored. Together, this partnership maximizes the number of lives saved and healed. UM Charles Regional is helping educate Charles County residents about the importance of registering to be an organ donor by providing information at community outreach events and during palliative care discussions.

With approximately 4,000 people waiting for lifesaving transplants in the region, there is a critical need for organ donors. Sadly, 16 people die every day nationwide because the organ they need is not donated in time.



You can give second chances and save lives by registering to be an organ donor at [infinitelegacy.org](http://infinitelegacy.org).



Team members gather out front every April for an Infinite Legacy flag raising to rededicate to saving lives through organ, tissue and eye donations.

Help Give the

# GIFT OF LIFE

WHEN SOMEONE YOU CARE ABOUT NEEDS A KIDNEY OR LIVER TRANSPLANT, YOU WANT TO DO EVERYTHING YOU CAN TO HELP.



## WHAT IS A LIVING DONOR CHAMPION?

Someone who supports another person who is seeking a living kidney or liver donor and who acts as a spokesperson on the organ recipient's behalf

## WHAT DOES A LIVING DONOR CHAMPION DO?

Helps find a donor by sharing the recipient's story as widely as possible and asking people to be evaluated as a possible living donor

Provides emotional support and encouragement to the recipient and motivates him or her to stay hopeful and focus on healthy habits

## WHO CAN BE A LIVING DONOR CHAMPION?

Anyone in the recipient's life, such as a family member, friend or coworker

## WHAT ARE THE BENEFITS OF BEING A LIVING DONOR CHAMPION?

A living donor champion gets the word out, which increases the chance of the recipient finding a living donor quickly

By helping to find a living donor, the champion allows the recipient to focus on his or her health

To learn more about becoming a living donor champion, download University of Maryland Medical Center's Guide at [umm.edu/LDChampion](http://umm.edu/LDChampion).

# COMMUNITY CLASSES AND

# Events

## 2024 COMMUNITY HEALTH NEEDS ASSESSMENT

The tri-annual Charles County Community Health Needs Assessment, completed in cooperation with the Charles County Department of Health and Partnership for a Healthier Charles County, is available online at [umms.org/charles/community/CHNA](https://umms.org/charles/community/CHNA).

### CHILDBIRTH CLASS

Childbirth classes take place on two consecutive evenings, three hours each. Registration required. Cost \$85 per couple. For more information, visit [umcharlesregional.org/events](https://umcharlesregional.org/events).

Nov. 6-7	5:30-8:30pm
Dec. 4-5	5:30-8:30pm
Dec. 18-19	5:30-8:30pm

### PRENATAL BREASTFEEDING CLASS

A lactation consultant addresses questions and concerns common to mothers considering breastfeeding. Cost \$30 per couple. For information, visit [umcharlesregional.org/events](https://umcharlesregional.org/events).

Oct. 26	9-11am
Nov. 23	9-11am
Dec. 28	9-11am
Jan. 25	9-11am

### RED CROSS BLOOD DRIVES

Preregistration is required. Call **1-800-733-2767** or register at [redcrossblood.org](https://redcrossblood.org).

La Plata United Methodist Church	
Oct. 28	12-6pm
Dec. 3	12-6pm

Waldorf Volunteer Fire Department	
Oct. 18	10am-4pm

### DIABETES SUPPORT GROUP

Come join us as we discuss topics relating to diabetes. Meets once a month. For more information or to RSVP, call **301-609-5444** or email [diabetescenter@umm.edu](mailto:diabetescenter@umm.edu).

### STROKE AND BRAIN INJURY SUPPORT GROUP

Free support group for survivors of stroke or traumatic brain injury and their caregivers. Each hour session may consist of a variety of activities, educational sessions, guest speakers and time for social interaction. To learn more about the stroke group and to see when the next meeting is, please call **301-609-4890**.

### BETTER BREATHERS CLUB

Patients, families and caregivers learn better ways to cope with lung conditions such as COPD, pulmonary fibrosis and asthma. In-person meetings are the last Thursday of the month from 1 to 2pm. For location and more information, contact Joshua Shaffer at **301-609-4391** or email [joshua.shaffer@umm.edu](mailto:joshua.shaffer@umm.edu).

### BABY CLOSET

Having a newborn baby at home is exciting and challenging. UM Charles Regional Baby Closet can help. Qualified families can receive diapers, wipes and other needed supplies. In partnership with the Maryland Diaper Bank, this resource is available to Charles County residents. For more information, call Mary Levy at **301-609-4415** or email [mary.levy@umm.edu](mailto:mary.levy@umm.edu).



For more information on community outreach programs available in Charles County, please contact Mary Levy, community outreach manager for UM Charles Regional Medical Center, at **301-609-4415** or email [mary.levy@umm.edu](mailto:mary.levy@umm.edu).

# 2024 HEALTH CARE CHAMPIONS

AT UM CHARLES REGIONAL MEDICAL CENTER



**TOWANDA BARNES**  
*CASE MANAGEMENT*  
RN CASE MANAGER

Barnes demonstrates consistent compassion toward everyone. Her empathy shines through in her work with patients and family members, as well as her colleagues. Her approach to others is warm, understanding and courteous, and she is protective of patients and their safety.



**KELLY CRABTREE**  
*REHAB SERVICES*  
SPEECH LANGUAGE  
PATHOLOGIST

Crabtree tailors her approach to the specific needs of patients and their family members, using empathy and genuine care and concern. She is a strong advocate for her profession, loves helping students discover the field of speech therapy and always volunteers to speak at career fairs.



**SHAVONNE JACKSON**  
*QUALITY*  
PATIENT EXPERIENCE  
NAVIGATOR

Jackson provides outstanding service and embraces all patients, families and team members with compassion every day. Her sincerity is genuine, and she works every day to promote a culture of compassionate care.



**JOSIE SALVADOR**  
*ICU, RN*

Salvador provides respect and compassion to her patients every day and is a shining example of resilience to her colleagues. She continues to grow as nurse and unit leader, helping everyone with a smile. She is committed to patient-centered care that empowers both her patients and her coworkers.



**TONIA TAYMAN**  
*SURGICAL SERVICES*  
SCHEDULING

Tayman is an excellent multitasker and helps wherever she is needed, always with a smile. She takes great pride in her work, always thinks about her coworkers and volunteers to help with many special projects to keep her department running smoothly.



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