



UNIVERSITY of MARYLAND
MEDICAL CENTER

COMMUNITY HEALTH IMPROVEMENT REPORT



University of Maryland Medical Center is working in partnership with our community to build and support a healthy, empowered, socially cohesive, and revitalized West Baltimore.



University of Maryland Medical Center (UMMC)

Mission

UMMC is the academic flagship of the University of Maryland Medical System. Our mission is to provide health care services on our two campuses for the people of Baltimore, as well as those from throughout Maryland and nationwide. In partnership with the University of Maryland School of Medicine (UMSOM) and the University of Maryland, Baltimore (UMB) professional schools, UMMC is committed to:

- Delivering superior health care
- Training the next generation of health professionals
- Discovering ways to improve health outcomes worldwide
- Empowering and building healthy communities.

Vision

UMMC will be known for providing high-value and compassionate care, improving health in Maryland and beyond, educating future health care leaders and discovering innovative ways to advance medicine worldwide.

Values

UMMC's core values are:

- Respect and Integrity
- Diversity and Inclusion
- Teamwork and Collaboration
- Excellence and Innovation

UMMC Strategic Community Priorities

- Mental Health
- Substance Abuse
- Chronic Disease Management
- Maternal/Child Health
- Violence Prevention
- Workforce Development/Local Employment

A MESSAGE TO OUR COMMUNITY

ONE HOSPITAL, TWO CAMPUSES:

An Anchor Institution Committed to a Healthier West Baltimore

The University of Maryland Medical Center (UMMC) is a destination for some of the region's most advanced medical care under one hospital, two campuses. Together, the UMMC Downtown and UMMC Midtown Campuses work cohesively as one of Baltimore's anchor institutions. As such, we have a special responsibility to build and support health, empowerment, social cohesion and revitalization in the neighborhoods that we call home.

One of our key goals is to improve the health and well-being of these neighborhoods by elevating the engagement residents have with UMMC. Between 2019 and 2024, UMMC is devoting \$10 million so West Baltimore community members can be trained, hired or supply our campuses with goods and services. By investing in the ties that build an inclusive and sustainable local West Baltimore community, UMMC can improve the upstream determinants of health: An economically thriving community becomes a healthier one.

UMMC has already made tremendous progress towards this goal in 2019. This past year, more than 100 students interned on our campuses, gaining advanced skills, knowledge and even employment. We connected with new community partners, now numbering more than 20, to increase new hires from West Baltimore.



Last year, UMMC offered more than \$270 million in community health services and programs. Our Midtown Campus served 468 people with health screenings, health education and treatment referrals. Together, UMMC campuses conducted at least 2,000 free blood pressure screenings, taught more than 6,700 people how to save lives through the Stop the Bleed program, helped more than 5,300 family members know how to prevent childhood injuries, and gave 2,451 neighborhood residents access to healthy, low-cost produce through a Mobile Market.

This is a mere snapshot of the work we completed through focusing on chronic disease management for adults and children; over the course of the year, UMMC employees had more than 50,000 encounters with community residents, providing them with free or low-cost services to promote their physical, economic, emotional or social health. I am encouraged by their dedication in making a real difference in the lives of not only our patients but also for the members of our local community.

Alison Brown, MPH

President, University of Maryland Medical Center Midtown Campus

Interim President, University of Maryland Medical Center Downtown Campus

Activities

A GRAND REOPENING

UMMC Partners with the Baltimore Recreation and Parks Department to Reopen the Harlem Park Recreation Center

“West Baltimore was a rec center desert,” says Samuel Burris, Community Engagement Manager at the University of Maryland Medical Center (UMMC). Indeed, many of the recreation centers across Baltimore City were shuttered in 2012 in favor of concentrating limited funds to fewer centers. Unfortunately, this policy decision left many West Baltimore teenagers, young adults and senior citizens – or anyone unable to drive or take public transportation to a center in another part of the city – without a safe, communal space at which to shoot hoops, play board games or simply hang out and socialize.

Burris attended a West Baltimore community meeting featuring a panel of elected officials and city department heads in which Reginald Moore, Commissioner of the Baltimore City Department of Recreation and Parks, stressed the need to reopen some of the rec centers. Moore recounted how in a visit to the site, an elderly woman approached him and said, “The community needs this rec center.”

Having been shuttered for seven years, the Harlem Park Recreation Center at 700 N. Calhoun Street was a red brick ghost that had fallen into disrepair. Junk and garbage were piling along the building’s contours.

Albert Wylie, President of the Harlem Park Neighborhood Council, desperately wanted to clean up the site and reopen the center but wasn’t sure how to realize his vision.

“[T]he only thing I had was a desire,” says Wylie. “And then, I get a phone



call from University of Maryland Medical Center, [which] was interested in partnering to open the recreation center. I said, ‘It’s got to be God.’”

UMMS President and CEO, Mohan Suntha, MD, MBA, told the community group that the hospital wanted to fund the center’s reopening. Channeling UMMC resources and procuring help from donors, Dr. Suntha amassed \$200,000 plus untold value in employee volunteer time to renovate the center.

In conjunction with UMMC’s Community Engagement team, the medical center’s Facilities department oversaw the project, which involved obtaining permits and removing walls besides cosmetic changes such as new paint, flooring and lighting. A contractor donated manpower to create a new basketball court with two hoops for the center.

On August 13, 2019, the center celebrated its reopening with a reception so grand the TV news media showed up. Community members were amazed by the center’s renovated kitchen, an upgraded multipurpose room, a sitting area with a TV, and classrooms for pop-up programs. Young people quickly took to the ping-pong tables, books, games and sports equipment the center had been stocked with.

“Whether it is kids playing basketball, kids playing ping-pong, educational events, whether it is seniors getting access to yoga, or whether it is nutrition services and education provided to the community, this recreation center will help revitalize a needed resource in the community,” said Dr. Suntha at the center’s grand reopening.

Already, UMMC has hosted a number of community health education activities at the center, such as blood pressure screenings, free flu shots, a diabetes summit and workforce development activities.

“The cool thing about our partnership [with the rec center] is that UMMC is providing what the community wants, not what we think they need,” says Mariellen Synan, Community Outreach Manager, of the health programming the hospital now offers at the center.

Best of all, UMMC may have helped spark a series of rec center openings.

“Reginald Moore wants to make the Harlem Park Rec Center a model for true partnership,” says Burris. UMMC was able to “connect the dots” and find partners willing to contribute whatever they could. “Working on the project has been so rewarding,” Burris concludes.

Activities

NATURE PLAY SPACE

UMMC Sponsors & Develops New Greenspace in the Druid Heights Neighborhood

“You took a lot where people were throwing garbage ... and you turned it into a place where children and others can come and feel a little bit of life.”

– The late U.S. Representative Elijah Cummings, at the August 2019 grand opening of Nature Play Space in Druid Heights

The University of Maryland Medical Center (UMMC) partnered with the Druid Heights Community Development Corporation (DHCDC) to open a new greenspace at 1922 McCulloh Street. The spot is now beautifully landscaped, with flowers and walking paths where residents can meet their neighbors.

The plans for the space were community-driven; neighbors identified both the site of the greenspace – two vacant lots between rowhomes – and what it would be used for: a place where children could play while learning about Maryland’s flora and fauna. Thus “Nature Play Space” was conceived.

Project funding was spearheaded by two UMMC employees: Jill Ciotta, Sustainability Manager, and Sam Burris, Community Engagement Manager. They applied for and were awarded a \$5,000 minigrant from the Chesapeake Bay Trust towards the space’s development. Spurred by the project’s momentum, the National Wildlife Federation also joined the efforts, securing another grant.



“This is a great space for a greenspace,” says Ciotta. She mentions it had formerly been a dumping ground, full of trash and old mattresses. “UMMC came in [on the project] at the perfect time.”

The minigrant allowed UMMC to survey and develop a grading plan for the lot, which involved digging up concrete from an old parking pad at one end of the parcel. In further preparation for the space, UMMC facilitated a community day event in May, calling upon volunteers from the neighborhood and employees from the UMMC Downtown and Midtown campuses to plant landscape features. Volunteers at the event also cleaned up litter across the entire Druid Heights neighborhood.

Positive Environmental Impact

Not only does the greenspace provide an aesthetic counterpoint to the greys and greiges of asphalt and concrete the comprise an ordinary urban landscape,

but it makes an environmental contribution as permeable land for rainwater. At the community day, UMMC educated the community about storm water management and its connection to human health.

“The space reduces flooding in the streets as well as run-off from the roads which could cause algae and fish kills,” explains Ciotta. A dry streambed was designed into the space to redirect water to a raingarden, which naturally feeds a shallow pond after storms.

Fostering Love of Recreation

“The Druid Heights community wanted the space to be a place where kids could play,” Ciotta says. To that end, the top of the space is dedicated to activity, with hopscotch stones and jumping stumps emerging from a sand pit. The lower end of the space is more educational, a place where kids can explore nature.

Activities

Greenspace a Testament to Power of Community Partnerships

UMMC, DHDC, Chesapeake Bay Foundation, National Wildlife Federation and other community partners held a grand opening for Nature Play Space in August.

“We believe the basic tenet of partnership is driven by the idea that together we go further and faster than we ever do alone,” said Mohan Suntha, MD, MBA, President of UMMS, at the event. “[A]s you look at this park, I think you have very tangible example of the impact it can have. We recognize that we are many things to many people, but at the end of the day, we are Baltimore.”



SAVING & IMPROVING YOUNG LIVES

B'more for Healthy Babies Program Dramatically Reduces Infant Mortality Rate in UMMC-Served Neighborhoods

Less than a decade ago, in 2011, the infant mortality rate (IMR) for African Americans living in Baltimore City was 14.5 for every 1,000 babies, the nation's fourth highest, and a rate similar to many third world countries. The IMR for Baltimore City white Americans was 3.3 that year.

Because far too many children were dying before their first birthdays, the Baltimore City Health Department and the Family League of Baltimore, with funding from CareFirst Blue Cross/Blue Shield and several local foundations, started the B'more for Healthy Babies initiative. The city-wide effort provided funding for several place-based initiatives, including one in Upton/Druid Heights led by the University of Maryland Schools of Medicine and Social Work, partnering with the University of Maryland Medical Center and other UMB schools. In 2016, funding from the Association of American Medical Colleges allowed the University of Maryland Schools of Medicine and Social Work to expand these services to the Mondawmin neighborhood, partnering with UMMC and the School of Pharmacy.

In 2011, the IMR in these two West Baltimore neighborhoods rivaled or surpassed the city rate: 14.1 per 1,000 in Upton/Druid Heights and 15.9 in Mondawmin. Today, the Upton/



Druid Heights IMR is down to 7.2 and the Mondawmin rate is down to 5.5 although none of the neighborhoods' demographics have changed. Experts are still looking into the reasons for the dramatic improvement in such a short time, but people close to the matter believe the defining factor was the B'more for Healthy Babies program.

“The reasons for infant mortality in Baltimore were different from the rest of the U.S.,” says Bronwyn Mayden, MSW, Assistant Dean of the University of Maryland School of Social Work and Executive Director, Promise Heights. “The majority of Baltimore babies died in their sleep, often in unsafe sleep positions.”

Sudden and unexpected infant death (SUID) is largely preventable by taking steps such as placing babies on their backs to sleep, putting them in their own cribs rather than co-sleeping, not using crib bumpers or loose blankets, keeping second-hand smoke away from them and even breastfeeding.

Activities

The Baltimore City Health Department started a public health campaign alerting Baltimore families how to help their babies sleep safely.

However, B'more for Healthy Babies goes beyond educating new moms and dads about safe sleep.

“Every baby deserves a healthy start for their life journey,” says Anne Williams, Director of Community Health Improvement at UMMC.

“Through prenatal care and stressing healthy birth weights, we help mothers set their children up to be healthy and successful,” The program depends on UMMC’s community health workers and resource moms and dads, some of whom have benefited from the program themselves.

In addition to leading pre- and postnatal mom’s clubs, resource moms reach out to community members at schools, churches and the mall. They go door-to-door to ensure all of the neighborhood’s pregnant women are equipped to provide their babies with the best start. The program hosts group baby showers, where moms-to-be receive diapers and pack-and-plays, giving babies their own sleeping space. One of the resource moms, a lactation consultant, runs a breastfeeding support group.

BHB resource moms and dad teach “Circle of Security Parenting,” an evidence-based class that teaches new parents how to read their babies’ cues and develop stronger attachments with them. In FY 2019, the UMMC Community Health Improvement Team began a collaboration with BHB staff that helps women of childbearing



age deal with stress and address hypertension.

The impetus for this new initiative, started by Wendy Lane, MD, MPH, Clinical Associate Professor of Epidemiology & Public Health and Pediatrics at the University of Maryland School of Medicine and funded by the Maryland Department of Health Minority Outreach and Technical Assistance (MOTA) program, was birth record data showing large increases in hypertension among new moms in Upton/Druid Heights. Hypertension can be dangerous for pregnant women, and it increases risk for preterm birth and low birthweight. Through the class, women gain a basic understanding of blood pressure, learn meditation and deep breathing techniques to control stress, and attend grocery store tours to

learn how to eat healthy on a budget.

After the workshops, to provide more direct follow-up, a UMMC community health worker calls each woman to offer one-on-one education, information or, if needed, assistance with making appointments.

“We serve anybody in the Upton/Druid Heights area, not only UMMC patients,” says Dr. Lane, who says moms involved with the program often refer other moms.

In sum, UMMC’s work through the B’more for Healthy Babies Program provides comprehensive community health support for not only the babies of Mondawmin and Upton/Druid Heights, but also for their mothers, making a tangible difference for young families.

Activities

CRISTO REY OF HOPE

UMMC Provides Opportunity to Attend Rigorous, Private High School to Job-Sharing Students

Imagine graduating from high school having already worked in your chosen career field. While this luxury is usually reserved for those in college, the University of Maryland Medical Center gives students from Cristo Rey Jesuit High School an opportunity to graduate from high school knowing what it's like to hold down a job in the medical profession.

UMMC is one of several Baltimore-area businesses in a variety of fields that participate in the school's Corporate Internship Program (CIP). The CIP allows Cristo Rey students, who, according to the school's website, must live in a Baltimore City ZIP code and qualify for "substantial financial aid," to attend this private school, known for its rigorous academics.

Employers such as UMMC pay Cristo Rey to staff some of their entry-level positions with its students. These funds help defray a large majority of the students' tuition. The students who fill these positions job share, each working about five days per month.

"We are delighted to participate with Cristo Rey as we provide access to real work life experiences in the health care arena. This experience provides an opportunity for our students to be exposed to health care careers. Our students are partnered with the nurses on a patient care unit where they interact with patients, families and staff, contributing positively to the overall patient experience. It is very



rewarding to watch the students grow and learn throughout the semester as they are mentored by our bedside nurses," says Karen Doyle, Senior Vice President Nursing & Operations of the R Adams Cowley Shock Trauma Center where the program resides.

Aleajah Talbot is one such student. She has been working on the Trauma 6 North orthopaedic unit since fall 2018, when she was a sophomore at Cristo Rey.

"It's a good experience," says Talbot, who was placed at UMMC because of her aspiration to one day be a physician. "Basically, when I come into work, I do rounds where I ask patients how I can make them as comfortable as possible."

Additionally, Talbot shadows nurses as they make their rounds on the unit, even assisting them where she can, such as by taking patients' vital signs. "That's fun," she says.

"Being in the hospital makes me happy," Talbot adds, noting that her experiences at UMMC have confirmed her instincts to pursue a career in medicine. She describes watching what the nurses do as "exciting," and credits her internship with helping her become more outgoing and less afraid to engage with people she hasn't yet met.

Sam Burriss, Community Engagement Manager, who oversees UMMC's Cristo Rey students, says they have been an

invaluable asset to the medical center.

The students rotate in various roles on the unit where they are needed to be the most supportive to patients. That might be answering call buttons in patient rooms, taking calls at the nurses' station to free up nurses to spend more time with their patients or simply playing cards with patients to help them pass time more pleasantly.

Burriss mentions that UMMC has a job coach who helps the students make the most of their internships.

"I've become a better communicator," Talbot remarks, "because I have to talk with the nurses about patients."

However, students gain not only the soft skills and transferrable skills that will set them up for career success; the coach also helps them navigate through college and financial aid applications and even offers advice on getting ready for prom.

"We give the same level of care to the Cristo Rey students as we give our patients," says Burriss. He calls the students "phenomenal" and says how they balance their internships with their heavy school loads is inspirational.

At least two Cristo Rey graduates who had been placed at UMMC found their niche through the experience and are now enrolled in healthcare-related programs in college.

Activities

STOP THE BLEED

Training Turns Laypeople into First Responders Who Save Lives

Just like cardiac arrest and choking, uncontrolled bleeding is a medical emergency that requires prompt response from standers-by even before first responders show up. Members of the R Adams Cowley Shock Trauma Center at the University of Maryland Medical Center (UMMC) actively educate the public about how to respond to life-threatening bleeding situations.

“With a major arterial injury, a person can die within four minutes,” says Habeeba Park, MD, Assistant Professor of Surgery at the University of Maryland School of Medicine and a trauma surgeon at Shock Trauma. She is an active member of the American College of Surgeons (ACS), which developed Stop the Bleed, a national program to train the general public on how to recognize a bleeding emergency and what to do to save a life.

In Maryland, the program is facilitated through the Maryland Committee on Trauma and the Shock Trauma staff. Free, hourlong training sessions are offered more than 20 times a month, including twice a month at Shock Trauma. After a 15-minute lesson, participants spend the remainder of the time asking questions and receiving hands-on practice in a simulated environment, complete with rubber limbs with various injury patterns. They learn how to palpate wounds and the quick actions that stop or slow bleeding to keep the victim alive.



“A lot of people are uncomfortable with the sight of blood,” says Dr. Park. “It’s not something they see every day, so most people only see minor bleeding.” Stop the Bleed helps people recognize how to intervene whenever there is pulsatile bleeding, pooling blood that doesn’t stop, a lost body part or loss of consciousness – assumed to be shock.

Dr. Park describes the training as “basic life-saving and even surgical skills” that turn “the layperson into a first responder.” The goal is to get this kind of information widely disseminated so that it is as common knowledge as CPR. UMMC has also placed bleeding kits with tourniquets around the hospital next to all of its AED devices so trained individuals can more readily respond if necessary.

In FY 2019, Shock Trauma trained 4,936 individuals through Stop the Bleed. Trainees included not only UMMS staff and University of Maryland, Baltimore students, but also community members. Bringing this life-saving knowledge to the general public

is critical to help alleviate one of the West Baltimore community’s biggest health concerns.

“The reward comes from working with other partners in the community for the greater good,” says Dr. Park, recognizing the training can empower anyone to save a life.

In FY 2019,
Shock Trauma
trained **4,936**
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Stop the Bleed.

Activities

STEPPING ON

Equipping Older Adults to Take Safe Steps to Avoid Falls

According to the Centers for Disease Control and Prevention (CDC), 1 out of 4 Americans 65 and older will fall this year. Falls are both the primary cause of hospital admissions for injuries not leading to death as well as the cause of most injuries that do end in fatality.

Fortunately, there are ways to prevent falls. To help community members reduce their chances of falling, the University of Maryland Medical Center (UMMC) offers Stepping On, a free, evidence-based fall prevention program. The program's participants are typically self-selecting, deciding to enroll in the program on their own because they want to learn what they can do to avoid falling.

By focusing on three areas – balance and strength, home and environmental safety, and health-related factors such as vision and medications that can

cause dizziness – Stepping On promotes health behaviors that reduce fall risk.

“Participants learn strengthening and balance exercises, which they are encouraged to practice daily,” says Mariellen Synan, Community Outreach Manager at UMMC, noting that these exercises prepare them to walk and navigate around obstacles more safely.

The Stepping On program consists of workshops that meet once a week for seven weeks. These workshops are either led by two trained leaders or by a trained leader and a peer leader who has gone through the Stepping On program him or herself. Besides being instructed on how to live in their homes safely, participants are screened for low vision issues by experts.

In FY 2019, UMMC offered two cohorts of the Stepping On class at two different senior centers in West Baltimore. Individuals who completed the program and are now equipped to move around more safely and avoid situations that could lead to a fall.

CAREER BUILDERS

BACH Fellows Gain Knowledge & Experience Necessary for Job Success at UMMC

One of the many student groups wearing yellow volunteer shirts that one might encounter at the University of Maryland Medical Center (UMMC) are the Baltimore Alliance for Careers in Healthcare, or BACH, Fellows.

BACH Fellows are rising high school seniors studying allied health. Baltimore City Public Schools selects them to participate in a five-week, summer employment and cultural enrichment program. The program allows them to gain paid work experience in a hospital setting, giving them a firsthand look at their career interest.

“We match the BACH Fellows with their areas of interest as closely as possible,” says Michael Franklin, Workforce Development & Engagement Interim Manager at UMMC, who supervises the BACH Fellows at UMMC's Downtown and Midtown campuses. In FY 2019, UMMC hosted 15 students across both campuses.

Franklin points out that the program develops the students for the world of work, teaching transferrable skills they can use in any job. The Fellows are accompanied at the hospital by teacher mentors from the Baltimore City Public School System, and they spend Fridays away from their assigned hospital positions to participate in college tours and professional development. Rush joins these sessions, letting the Fellows know more about what UMMC values, what they look for in an employee and “How to Be ‘A’ Success.”



Activities

“I tell them it’s like a relationship,” says Rush, using relevant metaphors for the Fellows. “Employers look for similar things. Take appearance. It’s not only about how one looks on the outside. You need to consider how you appear when you talk.”

The team has developed workshops from the “Bring Your A-Game to Work” curriculum, which helps Fellows remember the qualities needed for success: attitude, ambition, appearance, attendance, accountability, acceptance, appreciation and acknowledgement.

UMMC hires quite a few of the BACH Fellows after they graduate. One typical career path is to work as a safety observation companion during college because the job provides the flexibility to set one’s own schedule. After six months in such a role, employees can move into certified nursing assistant positions.

One BACH Fellow from Edmonson High School, stationed in the perioperative area during the summer of 2018, worked hard to get in 120 cases during her senior year; upon her graduation in 2019, she was able to join UMMC as a surgical technician.

PROACTIVELY LOWERING A1C

Diabetes Prevention Program Helps Community Members Cut Their Risk

Today, 30 million Americans have diabetes, identified in the University of Maryland Medical Center’s most recent Community Health Needs Assessment as a top health concern by the Baltimore City ZIP codes served by the UMMC Downtown and Midtown campuses. Additionally, the Centers for Disease Control and Prevention (CDC) estimates that more than 84 million American adults are prediabetic: having elevated blood sugar levels above normal yet not high enough to be considered diabetes.

UMMC’s CDC-recognized Diabetes Prevention Program is a free service for adults in the community at risk for type 2 diabetes. Program participants are often identified at UMMC’s Midtown Campus’ Community Health Education Center (CHEC) and health fairs, where free A1C screenings are offered. A1C measures a person’s average blood sugar level over a two- or three-month period, providing an accurate picture of diabetes risk.

The program meets once a week for 16 weeks and then once per month for a year. Participants learn about the connection between excess body weight an insulin resistance and then take steps to lose weight through a reduced calorie diet and exercise.

In FY2019, 214 community members completed UMMC’s Diabetes Prevention Program. Additionally, 1,386 individuals were educated on general nutrition in the community. They were successful at not only losing weight, but also keeping it off – and by doing so, dramatically reducing their risk for diabetes.

“There is such joy I feel when participants have made lifestyle changes to accomplish their goals and they continue with healthy habits throughout the years to come,” says Angela Ginn- Meadow, Senior Education Coordinator who oversees the Diabetes Prevention Program, “I often bump into past participants in the grocery store and they have kept the weight off and are still living without diabetes.”



Activities



SOCIAL CAPITOL

YouthWorks Interns & UMMC Executives Learn from Each Other During Field Trip to DC

Sponsored by the Baltimore Office of the Mayor, YouthWorks is a summer jobs program that helps participants develop skills needed for success in school, work and life. University of Maryland Medical Center has been a site for the 6-week YouthWorks internships available to those aged 14 through 21. The interns serve all throughout the hospital, rotating through positions in patient transport, OR labs and the front desk as greeters.

The 2019 cohort of YouthWorks interns, 88 strong, had the opportunity to enjoy a special trip to Washington, DC, to visit the Smithsonian's National Museum of African American History and Culture. They were accompanied by 10 members of the UMMC executive team, including Mohan Suntha, MD, MBA, President and CEO of UMMC, Alison Brown, President of UMMC Midtown Campus and Interim President of UMMC Downtown

Campus, and Dana Farrakhan, FACHE, Senior Vice President, Strategy, Community and Business Development.

"Many of these young people had never been to DC before," says Sam Burris, Community Engagement Manager who oversees YouthWorks at UMMC, "and the museum field trip gave the interns and our executive team a common space where they could learn together."

The museum itself allowed attendees to see how diversity impacts our nation, and UMMC senior leadership gained as much from the experience as the interns did.



Activities

IT WORKS

UMMC Partners with It Works Learning Center to Develop Patient Care Technicians in Baltimore

Through a partnership with It Works Learning Center, Inc., UMMC provides certified nursing assistants and geriatric nursing assistants (CNAs/GNAs) with free patient care technician (PCT) training and job placement. PCTs have many of the same duties that CNAs and GNAs do, but they possess extra skills such as IV placement and the ability to perform an EKG. To become a PCT, participants take 8-hour classes at UMMC twice a week for 10 to 12 weeks.

“This program gives them a chance to upgrade their skills,” says Karen Dates Dunmore, Senior Director Community Engagement and Workforce Development. “Becoming a PCT can be a step to other things.”

Such was the case for Brittany Oakley, a PCT at UMMC who dreamed of being a surgical technician. Though she passed an assessment for the position, she lacked some of the other prerequisites. Oakley found an opportunity to job shadow in anesthesia. After three months of internal training at UMMC, Oakley became an anesthesia tech and believes she is even happier than she would have been as a surgical tech.

In fiscal year 2019, 32 trainees in two cohorts graduated from UMMC’s It Works PCT program, with the medical center hiring 11 of them.



Activities

GOOD BLOOD

New Phlebotomy Program at Renaissance Academy Prepares Students for Careers in Medicine

One of the University of Maryland Medical Center’s community-focused priorities is to create good jobs that can be filled by members of the West Baltimore community. Many of the high schools near UMMC have technology and healthcare curricula that can prepare interested students to go onto careers in medicine.

However, until this past year, Renaissance Academy had no such pathway to a medical career. That’s when Bronwyn Mayden, Assistant Dean of the University of Maryland School of Social Work and Executive Director of the Promise Heights initiative, brought together the right partners – UMMC and Baltimore City Community College (BCCC) – to offer students the opportunity to learn a valuable healthcare skill and graduate high school as certified phlebotomists: the people who work in labs and draw blood.

“Phlebotomy gets you into the ground floor of the medical field,” says Mayden, explaining that this skill is ideal for Renaissance Academy students to learn in a city that runs on “meds and eds.”

Ten students participated in the program’s inaugural class, which met at the high school three days a week, 150 minutes a day, from the beginning of March through the end of the school year. In class, BCCC instructors taught students venipuncture, the procedure of drawing blood.



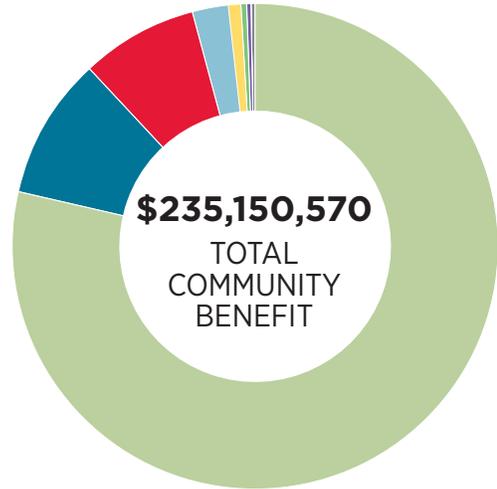
To become certified phlebotomists, students were each required to have 100 “sticks,” that is, inserting a needle into a patient’s arm through which to extract blood into a test tube. However, getting to that magic number wasn’t easy.

Eight students completed the class and went onto clinical practice internships, set up by Sam Burris, Community Engagement Manager, at UMMC during the summer of 2019. The internships consisted of two, intensive weeks of 6 a.m. to 4 p.m. work, during which participants were able to reach their required number of sticks. Because of a lack of safe travel options at that early hour, UMMC paid for some of the interns to get to the hospital via Uber.

Now, as certified phlebotomists, the Renaissance Academy grads are equipped to directly into careers at a hospital or outpatient lab or as traveling phlebotomists or in-home nurses, or use the program as preparation for post-secondary education in another medical field.

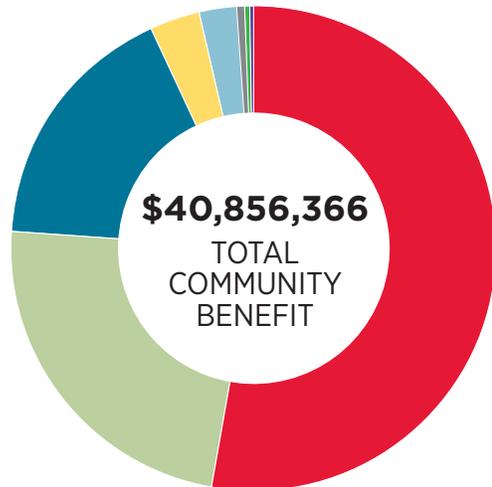
UMMC Downtown Campus

Health Professional Education	\$	186,584,015
Charity Care	\$	23,193,000
Mission Driven Health Care Services	\$	16,292,361
Medicaid Assessments	\$	5,686,988
Community Health Services	\$	2,064,829
Community Building Activities	\$	736,919
Financial Contributions	\$	378,292
Community Benefit Operations	\$	214,167



UMMC Midtown Campus

Mission Driven Health Care Services	\$	27,833,254
Health Professional Education	\$	5,622,312
Charity Care	\$	3,819,000
Community Health Services	\$	2,254,676
Medicaid Assessments	\$	773,514
Community Building Activities	\$	303,759
Financial Contributions	\$	90,791
Community Benefit Operations	\$	159,059



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. Services provided by physicians or other providers may not be covered by the hospital Financial Assistance Policy. You can call 410-821-4140 if you have questions.

How 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

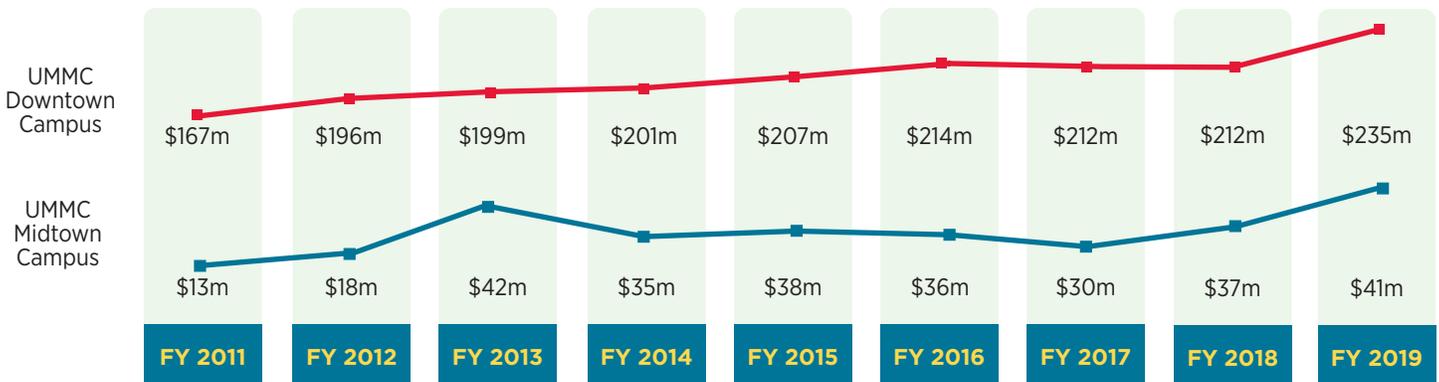
1. Fill out a Financial Assistance Application Form.
2. Give us all of your information to help us understand your financial situation.
3. Turn the application form in to us.

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.umm.edu/patients/financial-assistance or www.ummidtown.org/patients/financial-assistance
 - In person at the Financial Assistance Department: University of Maryland Medical System, 11311 McCormick Road, Suite 230, Hunt Valley, MD 21031
 - By mail: call 410-821-4140 to request a copy
2. You can call the Financial Assistance Department if you have questions or need help applying. You can also call if you need help in another language. Call: 410- 821-4140

Community Benefits Financial Contribution Trends (FY2011 - FY2019)





UNIVERSITY of MARYLAND
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