

**University of Maryland Shore Regional Health** (UM SRH) provides comprehensive health care services for residents of Caroline, Dorchester, Kent, Queen Anne's and Talbot counties on Maryland's Eastern Shore. With a service area covering more than 2,000 square miles, UM SRH includes UM Shore Medical Centers at Chestertown, Dorchester and Easton; UM Shore Emergency Center at Queenstown; and a host of medical pavilions and diagnostic facilities providing outpatient care throughout the five county region. It also includes UM Shore Medical Group, a growing network of more than 100 physicians and advanced practice providers.



## Activities

### Medication Management

Hosted by senior centers located throughout the five county region, the UM Shore Regional Health Population Health and Pharmacy teams created a medication management program that offered on-site assistance to seniors in managing their medications safely and effectively. The goal was to provide access to information that would reduce medication errors, improve medication adherence and increase health literacy in the senior population. The UM SRH pharmacist provided 360 one-on-one consults at the centers as well as group education sessions, helping seniors manage their medications for optimal health.



### UM Shore Medical Group Pharmacy Consulting Service

UM Shore Medical Group - Primary Care joined forces with UM SRH Population Health team members and the transitions pharmacist to provide patient access to a medication expert in Primary Care offices in Denton and Easton once a week. The benefit to the 28 patients who participated include valuable access to medication information, the prevention and resolution of medication-related problems, improved outcomes and increased satisfaction.

### Mobile Integrated Health Program - Queen Anne's and Talbot Counties

Through the Talbot and Queen Anne's County Departments of Health and Emergency Services, and UM Shore Regional Health, 157 patients received assistance in reaching their personal health goals through home visits that include a detailed medical history and assessment, televisit with pharmacist, home safety check, medication review and health education and referral to appropriate community resources.



# Community Health Needs Assessment (CHNA)

UM Shore Regional Health conducted a formal Community Health Needs Assessment (CHNA) during FY2019. The CHNA describes the regional population's health status, identifies areas for improvement, determines factors that contribute to health issues, and identifies resources to

improve population health. It also prioritizes health care needs and creates an implementation strategy to address those considered most pressing. Conducting CHNAs and sharing them with the public meets varied legal requirements and regulations.

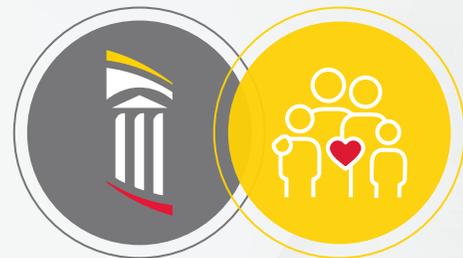


## CHNA Implementation Plan (IP)

The Community Health Implementation Plan (CHIP) lists goals and strategies to address significant needs identified in the CHNA while also being aligned with UMMS community health improvement initiatives and broader health priorities. For FY20-22, the top five priorities are: access to care; preventable ER visits, chronic disease management, mental health/substance abuse and cancer. Overarching themes for addressing

health priorities are: reduce barriers to care; improving care coordination; and focusing on health outreach and education.

UM SRH is engaged in numerous programs addressing the identified needs of the Mid-Shore and is working to allocate scarce resources to best serve regional needs, increase trust and build stronger community partnerships. To view the CHNA from fiscal year 2019 with the CHIP, go to [umms.org/shore/community](http://umms.org/shore/community)



## Financials

