





Our Community is at the Center of Everything We Do

Our concern for the community's health is at the very heart of University of Maryland St. Joseph Medical Center's (UM SJMC) mission to provide loving service and compassionate care. Our programs are varied and innovative, focusing on preventing and decreasing serious illness and injury and helping community residents live longer, healthier, more active lives.

Free flu immunizations, for those ages nine and up, take place every fall at many sites — ranging from churches to malls to the YMCA, as well as at the medical center. Last year, we provided 2,729 flu shots.

Here are more highlights of this past year:

The 6th Annual Women's Conference on May 20, 2017 attracted 70 women, featuring keynote speaker Marianne Banister of the Claire Marie Foundation on Adolescent Melanoma; cardiologist Frank Morris, MD, on Coronary Artery Disease in Women; OB/GYN Susie N. Chung, MD, PA, FACOG, on The Journey to Menopause; gastroenterologist Jamie Walters, MD, on Gastroenterology for Women and Linda Burton on Discovering the Personal Health and Wellness Benefits of Gratitude.

Healthy Kids Running Series: Towson Sports Medicine hosts this nationwide program that educates kids and motivates them to live healthy lifestyles through running healthykidsrunningseries.org (Fall 2016: 93 registered participants, 333 total runners; Spring 2017: 154 Registered Participants, 575 total runners)

Blood Drives: We hosted seven American Red Cross blood drives, collecting a total of 184 units. More offsite drives will take place next year.

Dear Reader:

University of Maryland St. Joseph Medical Center's (UM SJMC) passionate concern for the community's health dates back more than 150 years to our founding in 1864 by the Sisters of St. Francis of Philadelphia who saw the necessity to open a hospital in downtown Baltimore that served the sick and needy. That hospital — St. Joseph German Hospital — was the predecessor to today's full-service, state-of-the-art medical center located in Towson.

This tradition to follow the teachings of Jesus, minister to the sick and make a positive impact on our community's health continues to this day and has been strengthened even more since we became part of the University of Maryland Medical System several years ago. We are continuously innovating and expanding our services so that we can offer the highest quality of health care to our community.

To shine a light on this commitment, UM SJMC has created True North, which encapsulates our mission, vision and values. True North at UM SJMC focuses us in the work that we do every day — both within the walls of our medical center and in the neighborhoods and community organizations that surround us.

True North consists of three simple, but impactful tenants. **Our True North is: Our Patients, Our Colleagues, Our Community and it is at the center of everything we do.** True North is at the core of our leadership approach, providing clarity to our mission to improve the health of the communities we serve. Our True North momentum is inspired by our unique Catholic health care tradition of delivering loving service and compassionate care to everyone in our community, every touch, every time.

This Community Health Report is a summary of the important work we do for everyone in the communities that surround UM SJMC. With the support of our Board of Directors, our excellent medical and health providers, our talented staff and our generous donors, UM SJMC will constantly strive to be the health care destination of choice in the region for members of our community who are sick and injured, for those who desire preventative and wellness services and, most importantly, for those in our community who struggle with obtaining access to high quality, affordable health care.

Sincerely,



Thomas B. Smyth, MD
President & CEO
UM St. Joseph Medical Center



TAKING INNOVATIVE STEPS IN THE COMMUNITY TO PREVENT FALLS AND RESULTING INJURIES

In its third year, Stepping On is an evidence-based fall prevention program to help seniors achieve better balance and increase overall strength, self-confidence and sense of independence.



With our aging population on the rise, this seven-week workshop is a top priority, offering effective ways to reduce the risk of falling and accompanying injuries and loss of quality of life that can occur from a fall.

The class features group strength and balance exercises, as well as education about medication management, home safety, proper footwear, vision testing and mobility.

Clinical professionals, including our physical therapists and pharmacists, as well as organizations such as the Maryland Society for Sight and Van Dyke & Bacon Shoes, provide valuable presentations. UM SJMC held three Stepping On workshops and provided funding for a workshop at the Parkville Senior Center, serving a total of 60 seniors in FY17. More than 30 seniors attended the first Stepping On reunion and confirmed that they were continuing their strengthening exercises and had discussed their medications with their doctor or pharmacist. One gentleman shared before and after pictures of bright lighting he installed in his dimly lit basement stairs.



Other outreach activities included participating in the Baltimore County Department of Aging and the Y of Central Maryland annual fall prevention awareness events and performing more than 300 bone density screenings at local senior centers, senior living facilities and businesses to raise awareness about bone health and risk of falling. About half of those screened were referred for follow-up.

STROKE EDUCATION AND RELATED SCREENINGS EXPAND IN THE COMMUNITY

Our Stroke Center worked diligently to spread the message that "Time is Brain." The faster a patient experiencing an acute ischemic stroke arrives at the hospital, the more brain tissue can be saved. A B.E. F.A.S.T. education video was created about the signs and symptoms of stroke to encourage fast action.

Watch the video at stjosephtowson.com/stroke

Screenings were held to identify stroke risk factors in the community:

- 32 participants received stroke and abdominal aortic aneurysm screenings in May.
- 98 participants received heart risk screenings (cholesterol, blood pressure, body composition analysis) at UM SJMC community health fairs (October and February).

Stroke education events were held in English and Mandarin at Trinity House, a senior housing facility in Towson. Since Trinity House has a significant Mandarin-only speaking population, the Mandarin presentation was made possible by a collaboration with University of Maryland Medical Center Midtown Campus.

A monthly Stroke Survivor Support Group began at The Orokawa Y in Towson in collaboration with GBMC. Health professionals provide education about healthy living and stroke management. The group encourages learning, listening and socializing with others facing the same challenges.

UM SJMC works closely with Baltimore County Emergency Medical Services, providing continuing education for acute ischemic stroke patient care. This partnership led to the creation of a sticker for the medic units to identify the patient's contact person, phone number and time of baseline normal prior to onset of stroke symptoms.



POWERED BY ME!™ CONFERENCE

UM SJMC targeted a younger audience at last fall's Powered by ME!™ Conference to help school athletes and coaches recognize stroke in their community and know the risk factors (high blood pressure, high cholesterol, lack of exercise, poor eating habits, diabetes, drug and alcohol use).



Brian Perez, executive director of Powered by ME!™, Debbie Phelps, Tavis Piattoly, from the Taylor Hooton Foundation, Senator Francis X. Kelly, and Thomas B. Smyth, MD, CEO and President of UM SJMC.

**THE CANCER INSTITUTE —
EARLY DETECTION AND PREVENTION**

The Cancer Institute, in partnership with Community Health, emphasizes early detection to catch cancer when it is most treatable and beatable. Free cancer screenings included breast, prostate and cervical.

UM SJMC emphasized prevention through a new smoking cessation partnership, serving as a site for quarterly smoking cessation classes hosted by the Baltimore County Department of Health. Up in Smoke! is a six-week evening program held one hour a week to help participants develop a plan to quit through positive behavior changes and tools to reduce stress, cravings and withdrawal symptoms. Free nicotine replacement therapy is available.

Results:

- January: 13 participants, 7 quit
- May: 9 participants, 4 quit
- October thru November: 14 participants, 4 quit

In March, UM SJMC held its second annual Wellness Wise Colorectal Cancer Screening Initiative 80% by 2018. On two Saturdays, 32 employees were screened. For 50 percent, it was their first colonoscopy.



The Cancer Institute held its 10th Annual Cancer Symposium — Cancer in Women at Sheppard Pratt Conference Center. The Breast Center’s Medical Director Michael Schultz, MD, and breast surgeon Ethan Rogers, MD, also gave breast cancer lectures focused on screening guidelines and high-risk factors at local faith centers, businesses and schools including Hadassah of Greater Baltimore, UPS and Stevenson University. The talk at Hadassah, Your Breast Health: A New Era, included genetic testing information provided by Nisha Isaac, MS, Cancer Institute genetic counselor.

FY 17 Cancer Screening Summary:

- 26 prostate cancer screenings
- 127 breast cancer screenings (35 women were recommended and received diagnostic studies, 10 biopsies were completed and 1 woman was diagnosed with cancer)
- 32 cervical cancer screenings (1 positive PAP recommended for colposcopy, 5 positive for HPV sent for genotyping, 5 abnormal pelvic exams recommended for sonograms)



ST. CLARE SERVES MORE HISPANIC PATIENTS WITH VARIED HEALTH SERVICES

The St. Clare Medical Outreach (SCMO) program serves a mainly Hispanic patient base who are low-income, working and uninsured. With expanded services and hours, SCMO saw more patients — approximately 1,166 — and increased patient visits from 2,400 in FY16 to 3,282 in FY17. Diabetes and mental health issues continued to be major health focuses.

Patients exhibited better control of their diabetes, with an average decrease in A1C markers from 7.47 in FY16 to 7.38 for FY17 thanks to an individualized patient approach, now in its second year, implemented by program director Joanna Saba, MD.

Mental Health counseling expanded from four to eight hours weekly. A new, free Emotional Support Group for Latina Women, served 36 participants. A nurse practitioner and health advocate hold this monthly Spanish-speaking group in the primary service area at St. Joseph Catholic Church in Cockeysville. With a large Spanish speaking congregation and located near affordable housing, the church is considered a safe place to discuss mental health issues which are often taboo in the Hispanic community. Meetings are held one Thursday each month from 6:30 – 8 pm. Topics include: stress relief, including stress associated with reunification; adapting to culture change; identifying depression and anxiety triggers; intimate partner abuse; and community resource referrals for individual follow-up when necessary, including Probono, First Step, Crisis Hotline and Adelante Familia/House of Ruth.

The SCMO staff includes a nurse manager, a registered nurse, certified nurse practitioners, a physician assistant, a phlebotomist, a pharmacy liaison, a health care coach, office staff and volunteers. Many patients received donated specialty care thanks to the generosity of UM SJMC specialty physicians.



COMMUNITY HEALTH NEEDS ASSESSMENT

UM SJMC conducted a comprehensive Community Health Needs Assessment (CHNA) to evaluate the health needs of individuals living in the hospital's service area within Greater Baltimore. The purpose of the assessment was to gather information about local health needs and health behaviors. The assessment examined a variety of indicators including risky health behaviors (alcohol use, tobacco use) and chronic health conditions (diabetes, heart disease).

The CHNA was conducted with the assistance of Holleran, an independent research and consulting firm, who collected, analyzed and interpreted the data. Key contributors to the survey included the Baltimore County Department of Health, the Baltimore County Department of Aging, the Y in Central Maryland, health care providers, exercise physiologists and representatives who coordinate services for mental health, transitional care, the uninsured and the homeless.

The survey assessed health status, health risk behaviors, preventative health practices and needs, health care access, community assets and opportunities and was completed by 924 residents through an online tool. Hard copies were distributed at local events and community centers.

At the Prioritization Session, findings were presented to 13 representatives, including community members and partners. The team provided input to develop an implementation plan that will guide future community health initiatives.

To learn about the Community Health Needs Assessment, read the 2016 CHNA Report at stjosephtowson.com/community-health-needs-assessment.aspx.



CHNA IMPLEMENTATION PLAN

Key findings and activities from the CHNA include:

1. Access to care and care coordination (lack of primary care and specialty care providers, long wait times, need for home care and resource awareness, low health literacy and language barriers)

- St. Clare Medical Outreach will provide increased access to health care in the uninsured population.
- Extend primary care provider office hours into evenings and weekends to accommodate a variety of patients. Enhance partnership with ChoiceOne Urgent Care by opening additional sites.

- Open a center with three disciplines – physician provider, pharmacist and case manager – to follow up on high-risk patients discharged from UM SJMC and transition them back into the community.
- Community Health Workers will provide non-clinical in-home services to high-risk UM SJMC discharged patients.
- Provide telephone post-discharge follow up to high-risk medical and behavioral health patients, and make arrangements to assist or augment discharge plans.
- Educate employees about health literacy.
- Use a 5th-grade reading level in health literature and forms.

2. Chronic disease (cardiovascular disease, obesity, stroke, diabetes)

- Increase the proportion of cardiac rehab adults who are at a healthy weight by providing education and information on the importance on healthy eating.
- Monitor and maintain St. Clare diabetic patients' A1C levels to be at goal.
- Increase awareness of the importance of blood pressure management and the signs and symptoms of stroke.
- "BeMore Fit N Fun" Program: educate youth of Baltimore County on the importance of a balanced diet and exercise; promote active healthy lifestyles and effect change in a family/community.
- Improve early cancer detection in the community with a focus on disparities.
- Educate primary care physicians about cancer screening guidelines.

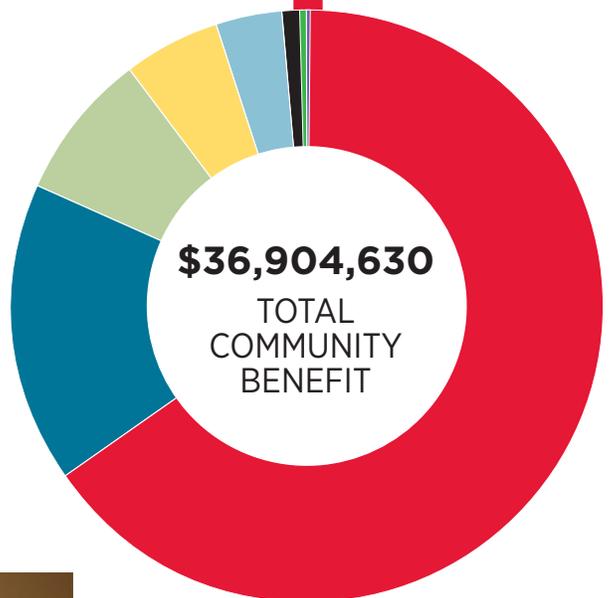
3. Mental health and substance abuse

- Increase the number of individuals who are screened and referred for depression.
- Increase staff knowledge of common mental health disorders.
- Develop and deliver a presentation on substance abuse and sleep for older adults.
- Provide education and information on smoking cessation.
- Provide information and educational material on the dangers of tobacco use and substance abuse at the annual Powered by ME!™ program.
- Provide educational material on signs/symptoms of mental health issues and appropriate treatment options at the annual Powered by ME!™ program.
- Open a Behavioral Health Center as part of the Transitional Care Center that can help at-risk patients transition back into the community. Encourage counseling and medication adherence.



Community Benefits Financial Contributions for Fiscal Year 2017

Mission Driven Health Care Services	\$ 24,134,488
Charity Care	\$ 6,105,000
Health Professional Education	\$ 2,901,434
Community Health Services	\$ 1,953,080
Medicaid Assessments	\$ 1,377,962
Research	\$ 350,536
Financial Contributions	\$ 79,705
Community Building Activities	\$ 2,424



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 help 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 stjosephstownson.com/patients/financial-assistance.aspx
 - 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.





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