

Supporting Our Communities

COMMUNITY HEALTH

— Improvement —

Report

2016



UNIVERSITY of MARYLAND
ST. JOSEPH MEDICAL CENTER





About

University of Maryland St. Joseph Medical Center

University of Maryland St. Joseph Medical Center (UM SJMC), located in Towson, is a 232-bed, acute-care hospital with an active medical staff of 553 physicians. UM SJMC has a rich history of providing loving service and compassionate care since its founding in 1864. Ever-present in its Catholic mission is the desire and will to care for the members of its community, offering a wide variety of outreach and wellness programs to keep patients healthy.

Clinical programs and centers of excellence include the Heart, Cancer and Orthopaedic Institutes, Women and Children's Services and affiliations with primary care physicians throughout Baltimore County.

Our Mission

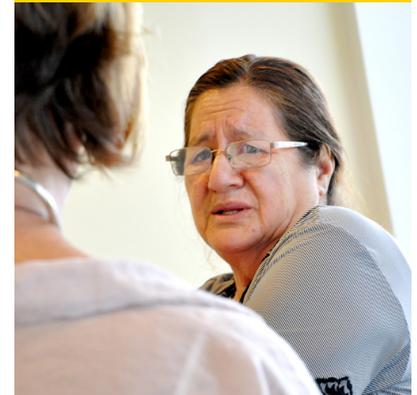
UM St. Joseph Medical Center is guided by our Catholic health care tradition of loving service and compassionate care. As an integral member of the University of Maryland Medical System, we provide access to a full spectrum of health care services that improve the health of the communities we serve.

Our Vision

UM St. Joseph Medical Center will be known for our ability to deliver the highest quality, innovative and coordinated care for the communities we serve.

Our Values

- Reverence
- Integrity
- Compassion
- Excellence
- Stewardship



A Message to Our Community

Our concern for the community's health is at the very heart of University of Maryland St. Joseph Medical Center's (UM SJMC) mission. In these challenging times of health care delivery, it's extremely important that UM SJMC continues to build upon and expand our longstanding commitment to provide easy access to a broad range of programs and services that are no-cost or low-cost and meet the needs of our community's increasingly culturally diverse population.

Founded in 1864 by the Sisters of St. Francis of Philadelphia to serve the sick and needy, UM SJMC continues the Franciscan tradition of loving service and compassionate care. Nowhere is this more evident than in our community health programs, which range from the St. Clare Medical Outreach Program that serves the working, uninsured poor by offering high quality medical care to our free flu immunizations – a community tradition for thousands of residents every fall.

We are dedicated to serving multiple generations. As our senior population grows, it's important to provide education and support to enable them to stay as healthy as possible into their golden years. Thus, we implemented two new programs – one to help prevent falls and another to assist the increasing number of people living with chronic disease, such as cancer, diabetes and heart disease.

On the other end of the spectrum, we are celebrating a decade of the Powered by ME! program for young athletes. This program focuses on educating youth to stay away from performance-enhancing drugs and empowers them to make healthy decisions both in sports and while navigating the pressures of teenage life so that they can develop into healthy adults. We are proud that Powered by ME! was one of the first programs in the country to respond to these needs of our youth.

UM SJMC just completed an extensive Community Health Needs Assessment that provides us with an implementation strategy to enrich and expand the programs and offerings that you read about in these pages.

We look forward to continuing our age-old tradition of community service through innovative programs, free screenings, education and comprehensive care to support good health.



Thomas B. Smyth, MD
President & CEO

University of Maryland St. Joseph Medical Center



Thomas B. Smyth, MD



St. Clare Expands Health Services to Meet Unique Needs of the Working Uninsured

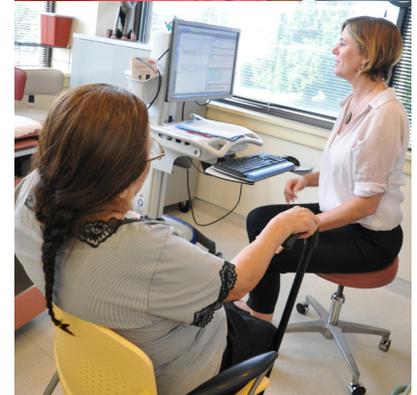
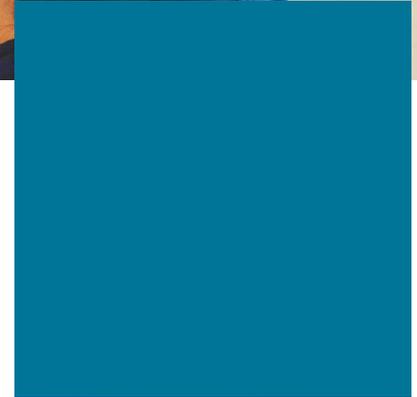
This year, the St. Clare Medical Outreach Program continued its mission to expand services that address the special needs of its patients, as well as increasing the number of patients it serves. The program focuses on an important community need: filling the gap in high-quality, comprehensive primary health care available to low-income, working uninsured patients.

The program's staff includes a physician medical director, nurse manager, registered nurses, a certified nurse practitioner, physician assistant, phlebotomist, pharmacy liaison, health care coach, office staff and volunteers. Referrals are made to specialists as needed, and thanks to a generous specialty physician community at UM St. Joseph Medical Center, many patients received donated specialty care. Approximately 99 percent of the patients who utilize the St. Clare program are Hispanic. To comfortably meet these patients' needs and ensure good communication, many of the St. Clare staff are bilingual, including Spanish-speaking natives.

In addition, two major health concerns among St. Clare's patient population are receiving special focus: 1) the growing incidence of diabetes and 2) an increase in patients exhibiting symptoms of depression and anxiety.

More patients are in better control of their diabetes thanks to an individualized patient approach implemented by program director Joanna Saba, MD, a board-certified internist. Each patient receives A1C and blood glucose goals, and levels are monitored at each visit. Patients also receive diabetes education and are encouraged to be involved in their care and treatment. Staff help patients obtain expensive diabetes medications through grants.

Another area of concern is mental health. St. Clare patients are often new to this country and culture, facing language barriers and job and family stress, while also lacking strong support systems. As a result, the St. Clare Medical Outreach Program is piloting a new culturally appropriate mental health counseling program available on Friday mornings. Thanks to a grant from the Blaustein Foundation, Lisa Beauvois, NP, a bilingual family health nurse practitioner who has been on St. Clare staff for the past nine years, recently completed an 18-month certification program in mental health counseling. The program's hours are expected to grow to serve more patients.





Broad Range of Classes and Screenings

Emphasize Prevention and Early Detection

The Community Health department broadened its offerings of free screenings, classes, education and immunizations during the past year. Two new, highly successful programs received excellent feedback.

The evidence-based “Stepping On” program was adopted. Four seven-week long workshops were completed by 37 people. One of the programs was held at Catholic Charities senior residence in Nottingham, MD. These workshops are designed to help seniors prevent falls through strength and balance work, and included presentations by guest speakers on topics such as home safety, assistive devices, vision, bone health and medication side effects that can put a person at risk for falls. Participants gave the class positive feedback, such as: “I feel more confident.” “I use my cane more.” “The class made me aware of what I should be doing.”

The new six-week “Living Well with Chronic Conditions” program, designed to help residents in the community with conditions such as diabetes, heart disease, COPD, arthritis and stroke, was hosted three times and graduated 22 people.

Community Health is well-known for offering free flu immunizations to the community every fall both at UM SJMC and at sites in the community. More than 2,500 immunizations were provided at Kenilworth Mall, White Marsh Mall, Greetings and Readings in Hunt Valley, St. Joseph Parish in Cockeysville, Our Lady of Grace in Parkton and the Towson YMCA. As an additional benefit, thousands of canned goods were collected and donated to Our Daily Bread, the Maryland Food Bank and local churches, since anyone receiving flu immunizations was invited to contribute a canned good.

A wide range of free health screenings took place throughout the year with the support of specialists from the UM SJMC community. With the help of specialists, Community Health performed:

- 21 Breast cancer screenings
- 26 Prostate cancer screenings
- 31 Cervical cancer screenings
- 39 Stroke and abdominal aortic aneurysm screenings
- 26 Varicose vein screenings
- 20 Glaucoma and cataract screenings
- 408 Bone density screenings (140 people were identified as high-risk and referred for follow-up)
- 452 Body composition analyses

Community Health added free yoga classes for the community, which take place twice a week at UM SJMC. To meet the community’s continuing need for blood donations, Community Health handled six blood drives this year: four at the medical center, and two at the Towson YMCA.

In February during Heart Health Month, Community Health hosted a Heart Health Fair at UM SJMC for the community and employees. Seventy-five participants took advantage of the offerings, which included measuring cholesterol, blood pressure and body composition analysis. Several of the participants were referred to specialists for follow-up.



Powered by ME!

A Decade Devoted to Educating Youth of Dangers of Performance-Enhancing Substances

This is the 10th year for UM St. Joseph Medical Center's unique Powered by ME! program, which was established in 1996 to educate young athletes in the community about the dangers of performance-enhancing substances and anabolic steroids. Annually, approximately 500 student athletes, their coaches and educators are invited to a conference with a keynote speaker and breakout sessions that raise awareness, educate and empower youth to make healthy choices and strive to be good community citizens.

In addition to gaining a better understanding of what performance-enhancing substances are and the harm they do to one's body, students receive education on healthy ways to develop into better athletes, including nutrition tips and the right kind of exercise to perform. The conference also tackles abuse of over-the-counter and prescription drugs and marijuana. The social responsibility portion of the conference covers pertinent topics in teenagers' lives such as how to use social media safely, representing oneself on the Internet, cyber bullying and the dangers of texting and driving. Relationship violence is also addressed with guest speakers from the House of Ruth and the One Love Foundation.

Powered by ME! also sponsors year-round social responsibility activities for young athletes.





New Cancer Institute Offerings:

Novel Colorectal Screening Program, Yoga Class & Smoking Cessation Efforts

The Cancer Institute at UM St. Joseph Medical Center (UM SJMC) piloted a novel screening program designed to help employees and their family members fit colonoscopies into their busy schedules. Twice in March, which is Colorectal Cancer Awareness Month, the Digestive Disease Center at UM SJMC offered Saturday appointments. The screening was offered in conjunction with the American Cancer Society's "80 by 2018" campaign, which aims to get 80 percent of the eligible population screened by 2018. At present, only about 67 percent of the eligible population is up-to-date with screening.

Twenty-seven patients took advantage of the Saturday appointments. Eighteen patients had their first colonoscopy. Although no cancer was found, one patient had a tubulovillous adenoma, which would have developed into cancer if it had not been removed. Polyps were found in 13 patients; 8 patients had adenomas, and three patients had advanced adenomas. Diverticulosis was diagnosed in 17 patients. One-third of the patients screened had positive findings that required follow-up.

The Cancer Institute has launched two new programs. One is a Seated Serenity Yoga class for breast cancer patients, family and friends. Held for the first time this fall, the six-week class strives to decrease fatigue, improve mood and release tension. One of the six sessions has been funded by the Red Devils, which supports UM SJMC breast cancer patients and their families.

The Cancer Institute is also gearing up for a smoking cessation program in early 2017. The program was introduced to the public and to staff during the Great American Smokeout in November 2015, and will be offered to patients who need to stop smoking. Baltimore County is providing the funding for the class instructor. UM SJMC's Stroke Coordinator is working with the Cancer Institute to champion the class and will be spreading the word among the UM SJMC staff to encourage patient referrals.





Community Health Needs Assessment

University of Maryland St. Joseph Medical Center 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 Community Health Needs Assessment 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 finding and activities from the Community Health Needs Assessment 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)

- a. St. Clare Medical Outreach will provide increased access to health care in the uninsured population.
- b. Create a referral coordinator role to assist with appointment scheduling.
- c. Extend PCP office hours into evenings and weekends to accommodate a variety of patients. Enhance partnership with ChoiceOne Urgent Care Center by opening additional sites.
- d. 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.
- e. Community Health Workers will provide non-clinical in-home services to high-risk UM SJMC discharged patients.
- f. Provide telephone post-discharge follow up to high-risk medical and behavioral health patients, and make arrangements to assist or augment discharge plans.
- g. Educate employees about health literacy.
- h. Use a 5th-grade reading level in health literature and forms.

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

- a. Increase the proportion of cardiac rehab adults who are at a healthy weight by providing education and information on the importance on healthy eating.
- b. Monitor and maintain St. Clare diabetic patients' A1C levels to be at goal.

- c. Increase awareness of the importance of blood pressure management and the signs and symptoms of stroke.
- d. Continue and expand free yoga classes.
- e. “BeMore Fit N Fun” Program: educate youth of Baltimore County on the importance of a balanced diet and exercise; promote active healthy lifestyles and affect change in a family/community.
- f. Continue to offer free body composition analysis to promote healthy weight loss and management.
- g. Improve early cancer detection in the community with a focus on disparities.
- h. Educate primary care physicians about cancer screening guidelines.

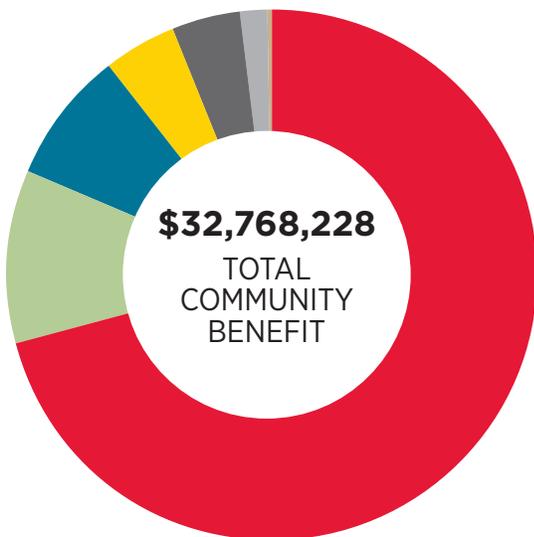
3. Mental health and substance abuse

- a. Increase the number of individuals who are screened and referred for depression.
- b. Increase staff knowledge of common mental health disorders.
- c. Develop and deliver a presentation on substance abuse and sleep for older adults.
- d. Provide education and information on smoking cessation.
- e. Provide information and educational material on the dangers of tobacco use and substance abuse at the annual Powered by ME! program.
- f. Provide educational material on signs/symptoms of mental health issues and appropriate treatment options at the annual Powered by ME! program.
- g. 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 2016

■ Mission Driven Health Care Services	\$ 23,246,139
■ Charity Care	\$ 3,488,000
■ Health Professional Education	\$ 2,625,431
■ Community Health Services	\$ 1,458,307
■ Medicaid Assessments	\$ 1,385,321
■ Research	\$ 561,532
■ Community Building Activities	\$ 3,498





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.

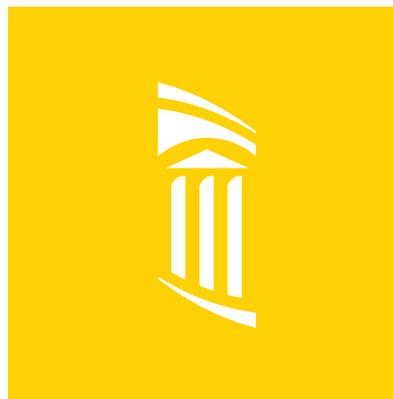
How to Apply for Financial Help

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 www.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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