



UNIVERSITY of MARYLAND
UPPER CHESAPEAKE HEALTH

COMMUNITY HEALTH IMPROVEMENT REPORT

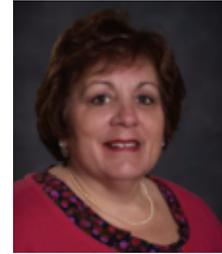


University of Maryland Upper Chesapeake Health is the leading health care system and second largest private employer in Harford County that includes two acute care hospitals, UM Upper Chesapeake Medical Center in Bel Air and UM Harford Memorial Hospital in Havre de Grace.



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(UM UCH) is the **leading
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acute care hospitals, UM
Upper Chesapeake Medical
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3,500 team members
and over **650 medical
staff physicians** serve
the residents of Harford
County, north eastern
Baltimore County and
western Cecil County.

A MESSAGE TO OUR COMMUNITY



At UM UCH almost 85 percent of our nearly 3,500 team members live in Harford and Cecil Counties—truly making us neighbors who take care of neighbors. We are committed to providing the highest quality care to each and every one of them.

One of our biggest and most valuable resources at UM UCH is our HealthLink* program. Part of our Community Outreach efforts, HealthLink provides health screenings, education and support groups to people in our community. They operate the HealthLink Call Center and offer numerous self-management programs designed to help people live their best lives despite chronic health conditions. Thanks to their efforts, thousands of people have the knowledge and resources they need to make positive health and wellness decisions.

In this year's Community Health Improvement Report, you will find information about our Community Health Needs Assessment and implementation plan along with highlights of some of our key community initiatives. In conjunction with our many community partners, including Healthy Harford, UM UCH actively reaches out into our neighborhoods to promote healthy

lifestyles, improved eating habits and physical activity because we know that medical care and support of good health and wellness doesn't always happen inside the hospital. In fact, there is reliable data to support that outpatient care to prevent, screen and manage chronic (and common) conditions like diabetes, congestive heart failure and lung disease can be highly effective. When people are screened, diagnosed and treated at the onset of these conditions, the way they feel, cope and live can be greatly improved. We believe this concept will transform health care, and help create the healthiest community in Maryland.

In good health,

Lyle E. Sheldon, FACHE
President/CEO
UM Upper Chesapeake Health

Vickie E. Bands, MSN, MSA, RN
Director, Community Outreach and
Health Improvement
UM Upper Chesapeake Health

**HealthLink is a division of the Community Outreach program at UM UCH and provides health screenings, educational programs and support groups to Harford and Cecil counties. Focusing on prevention and improving health outcomes, our team of professionals provides an expansive variety of health education, screenings, lifestyle management classes and information on local resources. HealthLink offers its screenings and programs either free of charge or for a nominal fee. For more information visit umuch.org.*

Helping Those in Crisis

The Klein Family Harford Crisis Center

One of the toughest problems our community faces today is the behavioral health and opioid crisis. Substance use and the number of opioid-related overdoses and deaths in Maryland is skyrocketing. And it's happening in every neighborhood—in families, to young people, among senior citizens and amidst all races and socio-economic backgrounds. Behavioral health refers to an individual's psychological and emotional well-being and can include mood disorders, anxiety, depression as well as excessive alcohol consumption and substance use. Generally speaking, behavioral health issues have long been some of the most undiagnosed and under-treated conditions.

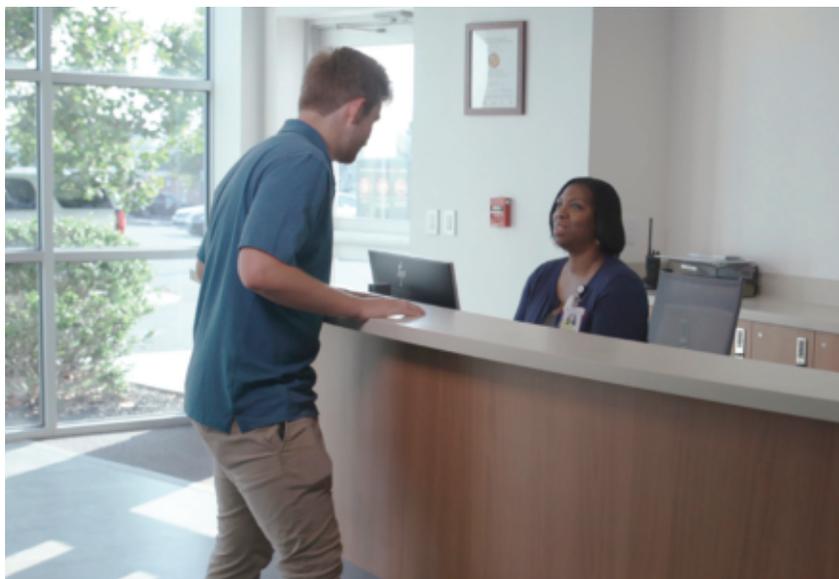
People who suffer from behavioral health issues or who struggle with substance use don't always know where to turn for help. In partnership with the Harford County Executive's Office, Harford County Health Department,

Healthy Harford and other community agencies, UM Upper Chesapeake Health has opened a 24/7 behavioral health crisis center for adults. The Klein Family Harford Crisis Center, located in Bel Air, focuses on both substance use and mental health disorders and serves an urgent and growing need for these services within our community. The Center provides a 24/7 hotline and mobile crisis unit, a 24/7 urgent care walk-in clinic and outpatient therapy in a welcoming and safe environment. It also offers short-stay residential crisis services for adults 18 years and older. The Klein Family Harford Crisis Center is helping individuals manage mental health/substance use issues, overcome current challenges and move into stabilization and ultimately—recovery. The Center is the first of its kind in the State. Learn more at harfordcrisiscenter.org



FACT:

One in five people suffers from a behavioral health condition and many people who are admitted to the hospital have an underlying behavioral health issue, including alcohol and/or substance use and mood disorders.



Empowering Women of Color

Breast-iful Plus+

The Breast Center at UM Upper Chesapeake Health (UM UCH), in partnership with the National Coalition of 100 Black Women, Inc. (Anne Arundel Chapter), hosts Breast-iful Plus+, a special event in October empowering women of color to take charge of their breast health and more. While white women and women of color are diagnosed with breast cancer at about the same rate, black women have as much as a 40% higher risk of dying from the disease. Studies have also shown that women of color are prone to being diagnosed with more aggressive forms of breast cancer or may not be receiving a diagnosis until the disease has reached a more advanced stage.

There are many reasons why breast cancer risks can vary by race and ethnicity: genetics, type of breast cancer and accessibility to care to name a few. Breast cancer affects more women in the U.S. than any other type of cancer, but all women can take steps to keep their risk as low as possible. The goal of our Breast Center team is reinforcing the message that regardless of race—it's important to be screened for breast cancer as recommended by your doctor. Breast-iful Plus+ is one of the ways we support that goal and address the breast health needs of our community.

Breast-iful Plus+ was developed as a means of ensuring that all women in our community have access to reliable, high-quality breast care. The event features a physician speaker, a Q&A panel (breast cancer survivors with firsthand knowledge and health care experts), health information, education and resources, tours of the Breast Center and on-site, same-day health screenings, including screening mammograms.



Educating our Seniors

Senior University

Harford County is a diverse community with approximately 25% of the population being 55 years old or older. With senior citizens making up a quarter of the community and being the population that utilizes a large proportion of health care services, community programs should be centered around their specific needs, helping to ensure successful and healthy senior living. This past spring, a program called Senior University was developed and presented to address the specific needs that seniors face as they age. The program ran four consecutive weeks with different topics presented each week. The speakers, experts in their field, discussed topics that included:

- **Financial matters: having documents in order, advance directives, and retirement spending**
- **Safety: falls prevention, safe driving, community and home safety**
- **Health: physical, mental, and spiritual health**
- **Senior living: downsizing, selling your home, care at home or in-patient**

Each week additional senior focused community partners provided information at vendor tables. The program participants had an opportunity to gather information, ask questions and compare services. Health screenings and education such as vision, foot, blood pressure, and skin cancer prevention information were offered to the participants free of charge.

Each week approximately 50 participants attended the event. The program armed the participants with information and resources to enable them to stay independent, healthy, and productive in the community as they age. The feedback from the participants was overwhelmingly positive, with many suggesting additional topics that they would like to have addressed at a future program. The second installment of Senior University is planned for the spring of 2020.



25% of Harford County's population is 55 years old or older



Community Health Needs Assessment

The Harford County Community Health Needs Assessment (CHNA)

is a reflective assessment of the health status of Harford County. Assessments are an important component of meeting local community health needs and are used to inform decisions about public health strategies to improve the health, safety, and environment for Harford County residents. This assessment builds on previous efforts to identify and quantify public health concerns. It is a collaborative process that reports health indicator statistics and community stakeholder input in order to identify and prioritize our community health needs, areas for health improvement, and resources that can be mobilized to improve community health.

The CHNA describes the health status of Harford County residents, as individuals and as population groups, and provides population comparisons to residents of Maryland and to the nation as a whole. It also examines trends in health indicators of County residents over time, highlights racial and geographic disparities, and identifies areas of poverty and at-risk populations which will provide a basis for public health planning. Data in this assessment comes from a variety of National and State sources, including, but not limited to, the United States Census Bureau, Maryland State Health Improvement Plan, Maryland Vital Statistics, the Maryland Behavioral Risk Factor Surveillance Survey, and national County Health Rankings.

The CHNA is a compilation of secondary statistical data, key informant feedback, an online community survey, and focus group input. This assessment reflects the current status of the medical and social determinants of health for Harford County residents, and provides qualitative feedback on key health issues.

The CHNA can be found on the UMUCH website: www.umuch.org

For a copy of the CHNA, please contact us at healthlink@uchs.org

CHNA Implementation Plan

Based on information provided in the CHNA, the Harford County Local Health Improvement Coalition (LHIC) and the University of Maryland Upper Chesapeake Health (UMUCH) have prioritized the following health concerns in order of importance: Behavioral Health, Chronic Disease Prevention and Wellness, and Family Health and Resiliency.

Key activities to help address these identified needs include:

Behavioral Health Crisis Center:

A 24-hour a day, seven-day-a-week, residential crisis bed center, a 24/7 walk-in crisis assessment and stabilization center and peer navigation; a 24/7 call/triage center for information and referral; and countywide targeted community education.

Wellness Action Teams of Cecil and Harford County (WATCH) Program:

A hands on program to assist citizens who are having difficulty maintaining their health OR have visited the emergency department at least 5 times OR been admitted to the hospital 3 times in the last 12 month. The program consists of Community Health Workers, Social Workers, and Nurses who visit eligible residents in their homes to help solve issues that might be keeping them from achieving their best health such as, transportation issues, difficulty taking medications correctly, safe housing, nutritious food, assistance with medical appointments, and so much more.

Diabetes Prevention Program:

A 16-week diabetes prevention lifestyle change program to help prevent or delay type 2 diabetes. The program helps people with pre-diabetes eat healthier, increase their physical activity and lose weight, which can delay or even prevent the onset of type 2 diabetes.

Chronic Pain Self-Management Program:

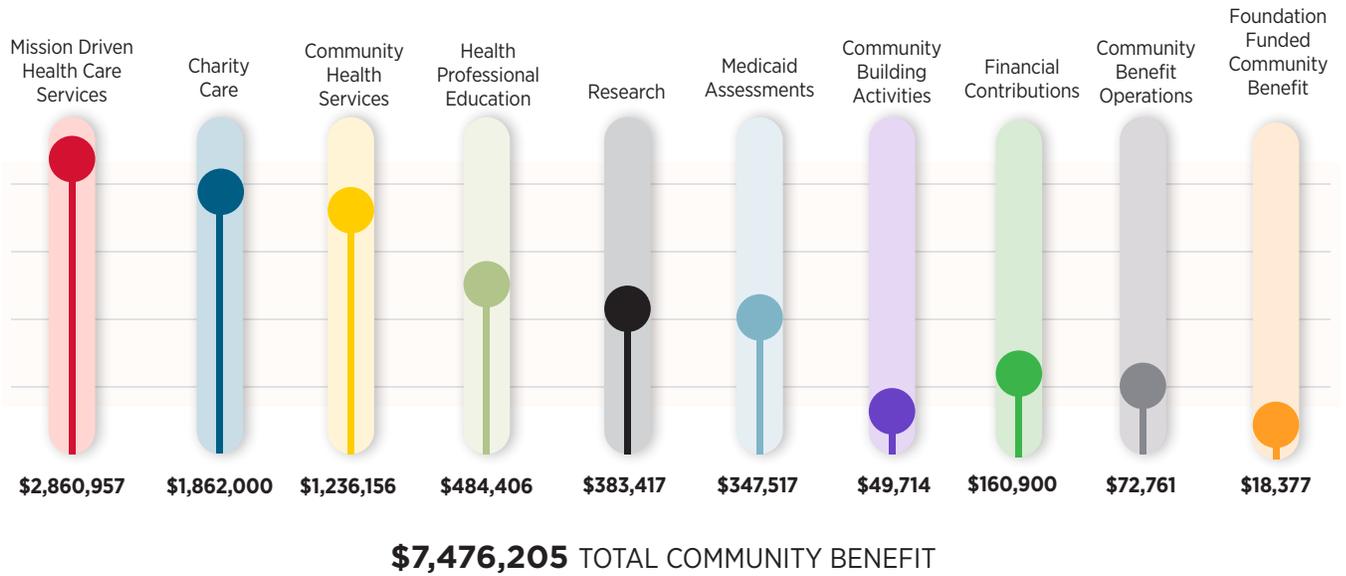
A six-week workshop that helps people with chronic pain to better manage their symptoms and their daily lives. The workshop provides information and teaches practical skills. It gives people the confidence and motivation to manage the challenges of living with chronic pain.

Financial Assistance Policy

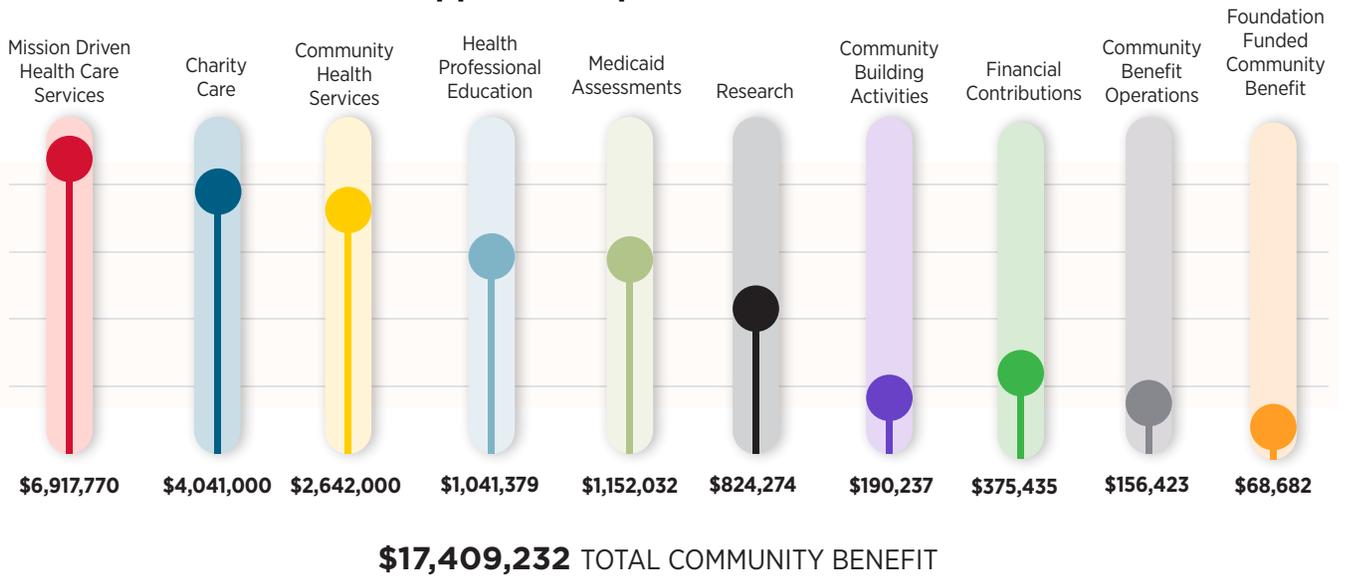
If you cannot pay for all or part of your care from our hospital, you may be able to receive free or lower cost services. For a free copy of our financial assistance policy and application, visit umuch.org/patients/financial-assistance, 2027 Pulasaki Highway, Ste. 215 Havre de Grace, MD., 21078, or call 443-843-5092. If you have questions, need help applying or need help in another language, call 443-843-5092.

Financials

UM Harford Memorial Hospital



UM Upper Chesapeake Medical Center





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