

University of Maryland Medical Center (UMMC)



Mission

The University of Maryland Medical Center 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

- Chronic Disease Prevention (hypertension, heart disease, diabetes, HIV)
- Local Hiring
- Maternal/Child Health
- Mental Health
- Substance Abuse
- Violence Prevention



a message to **OUR COMMUNITY:**

At the University of Maryland Medical Center, we believe it takes a bold vision and unwavering commitment to make a real difference in our community – and we are up for the challenge. Through both campuses – downtown and midtown – we embrace our one community with sustainable efforts in health, education and workforce development that will make real progress possible.

As one of the largest anchor institutions in West Baltimore, we partner with our neighbors to build and support a cohesive and empowered community. Our ambition is to improve health outcomes, increase life expectancy and reduce hardship. We look forward to engaging the workforce in our community and strengthening values and a sense of purpose among our constituents.

During 2018, we invested over \$250 million in services and programs that improve the health and well-being of our community. With a focus on chronic disease management for both children and adults, UMMC Midtown Campus provided more than 330 people with health screenings, education and referrals to treatment. Directly in the community, health education programs and services were provided to nearly 31,000 people to help them learn how to best manage their health -- such as by controlling high blood pressure, diabetes and asthma; create supportive environments for newborns and their parents; quit smoking; or live free of violence. We help city residents become empowered to live healthier, fulfilling lives.

Collaborating with community partners increases our opportunity to support health improvement, train and hire locally, purchase locally, and support community-building. These efforts enhance our ability to provide education and jobs training, and remove barriers to health and wellness for both adults and youth. In 2018, we hired more than 450 of our neighbors in West Baltimore, and nearly 70 students participated in internships, leading to advanced skills, knowledge and opportunity for viable employment.

As we reflect on 2018, we are reminded of the strength of our mission and the value of our partners, as we continue our commitment to a healthy Baltimore and Maryland. On behalf of our board, leadership and staff, thank you for supporting our bold vision and unwavering commitment to a healthy future for our community.

Sincerely,



Michan Sunthe

Mohan Suntha, MD, MBA President and Chief Executive Officer, University of Maryland Medical Center



Dana D. Farrakhan, MHS, FACHE Senior Vice President, Strategy, Community and Business Development University of Maryland Medical Center



Alison Brown President, University of Maryland Medical Center Midtown Campus



Anne D. Williams, DNP, RN Director, Community Health Improvement, University of Maryland Medical Center

LOCAL HIRING

COMMUNITY HEALTH WORKERS BRING INSIGHT AND EXPERIENCE

The University of Maryland Medical Center (UMMC) has had the opportunity to employ 27 individuals under the Health Service Cost Review Commission (HSCRC) grant-funded Population Health Workforce Collaborative. This program is designed to recruit and train residents of disadvantaged neighborhoods as Community Health Workers (CHW) or Peer Recovery Specialists (PRS) at UMMC and other neighboring health care providers. The Medical Center worked with partners including the Baltimore Area Health Education Center (BAHEC), Turnaround Tuesday, and other local hospitals.



GRISELDA FUNN Community Health Worker, Community Health Improvement **UMMC Midtown Campus**

One of the CHWs, Griselda Funn, is an experienced licensed practical nurse who had once worked at UMMC and was hired back in this new role. She has shown great leadership, initiative and ingenuity as a CHW. She has become a CHW training assistant for BAHEC, and recently became a facilitator for the Stepping On and Living Well with High Blood Pressure programs. She was recently appointed to the state's Community Health Worker Advisory Committee for the next five years.

"I love my job," Funn says. "I'm happy to help people prevent illnesses and stay healthy. If I've helped one person, I've

made a difference." And made a difference, she has: While showing parishioners at a local church how to take a blood pressure (BP) reading with a UMMC home monitor, she noticed that one young man had a dangerously high reading. She asked him a few more questions and discovered that he had a stroke several years earlier. Griselda immediately referred him to the emergency room, where he was successfully treated and potentially avoided another stroke.

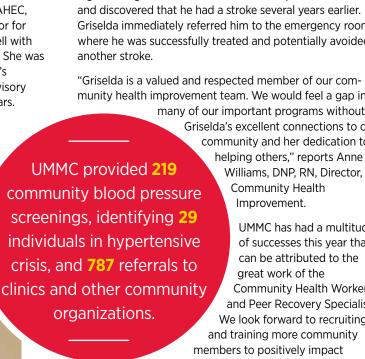
"Griselda is a valued and respected member of our community health improvement team. We would feel a gap in many of our important programs without

> Griselda's excellent connections to our community and her dedication to helping others," reports Anne

> > Community Health Improvement.

UMMC has had a multitude of successes this year that can be attributed to the great work of the Community Health Workers and Peer Recovery Specialists. We look forward to recruiting and training more community members to positively impact the health and economic vitality of

West Baltimore.





YouthWorks Kickoff



UMMC downtown and midtown campuses welcomed 66 students from Baltimore public high schools as a part of YouthWorks, a summer jobs program sponsored by the Baltimore Mayor's Office of Employment Development. These young people spend their summer exploring a career in health care while developing important skills they can use in school, future jobs and life.



Career Development

In addition to job training, UMMC offers career support and advancement to employees after they are hired. Yvonne Holland, a Perioperative Surgical Support Technician at UMMC, was first referred to the Medical Center by the West Baltimore community program Turnaround Tuesday. UMMC hired Holland as a room attendant in January 2017, and provided her with a career coach who helped her set and achieve work goals as part of her individual employment plan. Holland took the opportunity to shadow employees in other positions at UMMC. She eventually applied and was hired in her current role in perioperative surgical support.



itWorks and UMMC Patient Care Technician **Training Program**



In partnership with itWorks Learning Center, UMMC sponsored a Patient Care Technician (PCT) training program. As a result, 20 individuals graduated and were then hired by the Medical Center. Additional types of training and career paths are offered to assist employees to reach their career goals.





CHRONIC DISEASE PREVENTION

Clinical Nutrition

Nutrition is key to promoting healthy hearts, minds and bodies. Each year, the UMMC Clinical Nutrition team and the Community Health Improvement team share healthy eating and wellness tips with West Baltimore seniors, children, youth, and their families at a variety of different events and settings throughout the year.

Clinical Nutrition staff teach children and their families at the annual Back to School Health Fair every fall and at the weekly University Farmers Market. During the annual Kids to Farmers Market events, team members teach local Baltimore elementary school children about the nutritional value of fresh fruits and vegetables as they shop the market for tasty finds.

At local high schools, they talk with students about careers in nutrition. The students of Vivien T. Thomas Medical Arts Academy explore nutrition and food science careers at their annual health fair. Through many fun hands-on activities, the students learn what it means to be a Registered Dietitian.

At local health fairs, community members learn real-life shopping, label-reading, cooking and eating tips. In February, the team focuses on heart health with seniors at the Waxter Center. To kick off autumn, they dive into fall-friendly recipes and wellness tips at the Fall Back to Good Health fair at Mondawmin Mall.

Every year during National Nutrition Month, Clinical Nutrition staff partner with the Food and Hospitality staff to raise funds for the Maryland Food Bank. Contributions from March 2018 provided the equivalent of 6,000 meals to food-insecure residents of Baltimore. No matter the venue, UMMC dietitians, dietetic technicians and dietetic interns are grateful for the opportunity to give back to the community.

With nearly 15 years of service, the UMMC Patient Resource Center (PRC) provides numerous services to patients and their friends and family to assist their journey to wellness. Being hospitalized is a stressful experience in itself, but many patients and their families need to attend to business and other matters while they're ill. The PRC, located on the downtown campus, is intended to be a one-stop shop for patients and families for business-related services and health education and information.

UMMC Patient

Resource Center

Business services such as computer access, phone charging, faxing, scanning and photocopying assist patients and families with communicating important information. Educational services provide over 5,000 health information topics in English and Spanish. The hospital's Concierge Service assists visitors and patients from out of town.

The PRC works closely with other departments, including Care Management, Case Management, Social Work, Patient Advocacy and Integrative Care.

Though the PRC does not deliver direct medical care, the staff is uniquely qualified and ready to assist any patient or patient family member through a difficult time in their lives during hospitalization.





Education and Youth DEVELOPMENT





Robert W. Coleman Elementary School Black History Month Contest



UMMC sponsored a Black History Month Art and Essay Contest for fifth-graders from Robert W. Coleman Elementary School. Students depicted or wrote about their favorite African-American heroes who helped shaped science and medicine throughout Maryland and the United States. At the event, the students joined Dr. Mohan Suntha, President and CEO of UMMC, and the Community and Workforce Engagement team for a pizza party and career fair.



Baltimore School for the Arts - TWIGS Program



UMMC Midtown Campus hosted the opening night of the Baltimore School for the Arts TWIGS Program end-of-year student art exhibit. With over 100 parents, students, community members and UMMC employees in attendance, the evening was full of art, music and conversation.



Awards and Recognition ____



The Baltimore City Public Schools Career, Technology, and Education Department honored UMMC for its partnership with Edmondson Westside High School to build the future workforce of the community.

Community Engagement **HIGHLIGHTS**







Meet & Greet with Community Partners



Dr. Mohan Suntha, President and CEO of UMMC, and Alison Brown, President of UMMC Midtown Campus, invited more than 50 West Baltimore leaders to an evening of conversation, food and music at the midtown campus to learn about the hospital's ongoing committment to the community and to discuss future collaborations.



"I Love Midtown" Day

UMMC Midtown Campus invited community members, patients and employees to celebrate "I Love Midtown" Day in August. Nearly 250 guests stopped by to learn more about health services, participate in fitness demonstrations and family-friendly entertainment, and receive health and wellness screenings.









UMMC MOBILE MARKET

One in four Baltimore residents lives in an area with limited access to healthy, fresh produce. In many city neighborhoods, food insecurity, food deserts, and lack of knowledge about food preparation can lead to poor diet and chronic health problems.

Based on these factors, UMMC launched an innovative solution to improve access to healthy food and to improve knowledge of healthy eating habits through a mobile grocery store -- UMMC Mobile Market -- in partnership with Hungry Harvest. As a food-rescue organization, Hungry Harvest works with local farmers to rescue produce that is rejected from large grocery stores due to size, color, or overproduction. This produce is then sold at a substantially lower rate. A typical 10-pound bag of produce at the Mobile Market sells for \$7, and this same bag would likely sell for approximately \$35 in a grocery store. Customers can use their SNAP and WIC benefits. Any remaining unsold produce is donated to local faith-based and community organizations.



While increasing access to healthier food options is the primary objective, the market also aims to educate customers about nutrition and general health topics. Along with the low-cost fresh produce, patrons of UMMC Mobile Market can get free health screenings such as for blood pressure and body-mass index. By including specific heart-healthy recipes and food preparation and storage information with each purchase, every family is able to learn healthy and safe ways to serve the produce they purchase.

In the first year of operations, 1,738 bags of produce were sold, which translates into nearly 20,000 pounds of rescued produce. From recent surveys, 68% of customers reported that they consumed more fruits and vegetables, and 79% reported trying a new variety of produce as a result of the Mobile Market. As a result of the partnership with Hungry Harvest, the UMMC Mobile Market has been able to reduce food waste while addressing healthy food access, directly impacting the health of West Baltimore communities.

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MATERNAL CHILD HEALTH

SAFE KIDS BALTIMORE

Safe Kids Baltimore, led by the University of Maryland Children's Hospital, was approved in 2017 by Safe Kids Worldwide to participate in a national child passenger safety program funded by Graco in response to a compliance issue. This initiative established 118 local coalitions in 41 states to reach over 400 underserved communities.

West Baltimore was chosen as the target area for Safe Kids Baltimore for this initiative. The coalition was committed to reaching 70-100 families from June 2017 through January 2018. Families were referred by University Care at Edmondson Village, University of Maryland Pediatrics at Midtown and Elgin Avenue Head Start. Interested families completed assessment forms at the partner sites and were then scheduled to attend child safety seat checks with their children in their family car. All child passengers were assessed by certified child passenger safety technicians to determine if they were traveling safely in the appropriate car seats, booster seats or seat belts. If the children were found to be in the incorrect seat for their size, an unsafe seat, or no car seat, the coalition provided them with a new seat. Parents were taught to properly secure their child in the car seats (current or new) and how to correctly install the car seat in the car.

Safe Kids Baltimore conducted nine car seat checks from June 2017 to January 2018. They were able to successfully reach 111 families. As a result, 163 car seats/children were checked. The staff found an overall misuse rate of 93%. Misuse included: child not secured properly in harness, seat not correctly secured to the vehicle seat, seat not appropriate for child's size, child turned forward facing too soon, car seat recalled or car seat expired. The coalition then distributed and installed 157 new car seats, including: 20 infant seats, 63 convertible seats, 39 forward-facing seats and 35 booster seats.

Safe Kids Baltimore routinely conducts monthly car seat checks by appointment and also has an ongoing low-cost car seat program for families in financial need (those on a medical assistance program or receiving social services benefits) where new car seats can be obtained for \$35. For more information, contact Safe Kids Baltimore at 410-328-7532.

The coalition distributed and installed with families:

157 new car seats including

20 infant seats, 63 convertible seats, 39 forward-facing seats and 35 booster seats.











JMMC staff with Maryland First Lady Yumi Hogan at an event.



BACK TO SCHOOL FAIR

University of Maryland Medical Center (UMMC) and University of Maryland, Baltimore (UMB), hosted a "Back to School" Community Health Fair and Block Party at James McHenry Elementary/Middle School, in collaboration with the Baltimore mayor's office. This school is one of UMMC's six partner schools in West Baltimore. More than 300 community members attended for health screenings, school supplies, food and entertainment.

In 2018, UMMC and UMB also hosted a Back to School Fair at Robert Coleman Elemantary School. Over 30 health-related vendors provided information on a variety of topics including: how to prevent diabetes, controlling high blood pressure, stroke prevention, healthy eating, healthy pregnancies, child safety, violence prevention, and how to take prescription medications correctly. Screenings included blood-pressure checks, body-mass index calculation and dental evaluations from students of the UM Dental School -- who also brought the tooth fairy.

The fair offered incoming students no-cost childhood immunizations they needed before they could start school, and even provided transportation from the fair to these services at UMMC Midtown Campus, via a shuttle and coordination by school staff.

Individual staff members at UMMC and UMB had donated hundreds of school supplies, filling and fully stocking 300 backpacks that were distributed to families at the fair and at the other six partner schools.

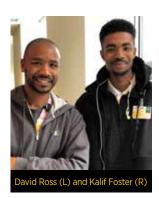
300 backpacks for students

This event was an amazing example of what can happen when strong partnerships work together for the common cause of preparing our local students for a new school year.

Earlier in the year, the UMMC Midtown Campus physicians donated \$2,000 to Matthew Henson Elementary School to purchase air conditioning units. Dr. Thaddeus Pula, Medical Staff President, led the effort.

VIOLENCE PREVENTION PROGRAM

Kalif Foster was first introduced to David Ross of the Violence Prevention Program (VPP) in 2013 after surviving a shooting. David tried to help Kalif prepare for employment. Kalif participated in job training programs, but at the time, Kalif was involved in family matters that kept him from being totally available. Things changed when Kalif was shot a second time, in 2015. He started attending the support groups. David was able to find programs that interested Kalif, so he made the effort to attend.



Kalif wanted to be a positive role model for his infant son. He would call David for advice and information to help with his lifestyle. Kalif was unsure of his future, but eventually decided he wanted to work. It took some time and Kalif learned to be humble and patient, stop engaging in risky behaviors, and finally take the leap to benefit his life and his children. During this period, he was grateful when the

VPP helped him provide gifts for his family at holiday time. Kalif decided to "do it and do it right" and accepted an internship in the UMMC Environmental Services Department.

After six weeks of internship, Kalif briefly worked as a temp for two weeks before accepting full-time work as a Room Attendant with UMMC, where he still works today. He was the first person to successfully complete the internship program, a collaboration between UMMC and the UMB Office of Community Engagement.



COMMUNITY HEALTH NEEDS ASSESSMENT

To effectively achieve our community health mission, the University of Maryland Medical Center conducted formal Community Health Needs Assessments (CHNAs) during fiscal year 2018. Despite the larger regional mix of patients at UMMC, for purposes of community benefits programming and this report, the Community Benefit Service Area (CBSA) of UMMC is within the city limits of Baltimore, and specifically West Baltimore.

UMMC is committed to leadership in Maryland and responds accordingly to urgent and immediate community needs, such as planning for and responding to natural and man-made disasters and communicable disease outbreaks. However, the majority of the community outreach strategic initiatives at both of our campuses target eight zip codes in West Baltimore that include some of the most vulnerable, underserved residents in Baltimore.

The comprehensive needs assessment was conducted using the Association for Community Health Improvement's six-step Community Health Assessment Process as an organizing methodology. The UMMC Community Health Improvement Team (CHI Team), representing both campuses of UMMC, conducted the CHNA with input from Baltimore hospitals, community leaders, the public, health experts and more. The CHI Team adopted the following five-component assessment and engagement strategy to lead the data collection.

Community Perspective: A six-item survey queried over 4,500 Baltimore City residents to identify their top health concerns and their top barriers in accessing health care.

Health Experts: The CHI Team reviewed the National Prevention Strategy Priorities, Maryland State Health Improvement Plan indicators and the Healthy Baltimore 2020 plan from the Baltimore City Health Department. In addition, a University of Maryland, Baltimore (UMB) stakeholder retreat in January 2018 included the UMB schools of Medicine, Nursing and Social Work, as well as the UMB Community Engagement office.

Community Leaders: The CHI Team hosted a focus group for community-based organizations to share their perspectives.

Social Determinants of Health and Environmental Trends: The CHI Team reviewed data from Baltimore Neighborhood Indicator Alliance, Baltimore City Health Department's neighborhood profiles and the Baltimore City Food Environment Map. The CHI Team also reviewed local and national data and trends.

COMMUNITY HEALTH IMPROVEMENT PRIORITIES

The top priorities represent the intersection of documented, unmet community health needs and the hospitals' key strengths and mission. These priorities were determined after a strategic retreat utilizing all of the data collected from the Community Health Needs Assessment in 2018.

Mental health is a priority throughout the University of Maryland Medical System (UMMS) and will be adapted to meet the unique literacy issues facing the respective communities served by UMMS. The University of Maryland Medical Center downtown and midtown campuses will focus on improving mental health services in Baltimore in collaboration with other partner hospitals and organizations. The two UMMC campuses identified strategic community priorities (listed below) that drive community outreach programming and partnerships during the next three years.

UMMC Strategic Community Priorities

- Chronic Disease Prevention (hypertension, heart disease, diabetes, HIV)
- Local Hiring
- · Maternal and Child Health
- Mental Health
- Substance Abuse
- Violence Prevention

In accordance with the federal requirements outlined in the Patient Protection and Affordable Care Act (ACA), a formal community health needs assessment will be conducted again for both campuses in Fiscal 2021 and every three years thereafter to identify changing community needs and strategic priorities.



ADDITIONAL UMMC COMMUNITY-BASED PROGRAMS AND SERVICES SERVING BALTIMOREANS THIS YEAR

- Baltimore City Schools Partnership
- Blood Drives
- Breathmobile
- Bridge Program
- Community Career Coaching
- Community Health Fairs
- Diabetes Prevention Program
- Farmers Market
- Financial Literacy Education
- Health Literacy Campaign
- Health Screenings

- Healthy Holiday Harvest
- High School Health Career Fellows
- HIV Prevention Education
- Kids to Farmers Market
- Know Your Numbers Campaign
- Live Near Your Work
- Living Well with Chronic Disease Programs
- Maryland Healthy Men
- Minority Business Purchasing
- My Future, My Career
- Project SEARCH

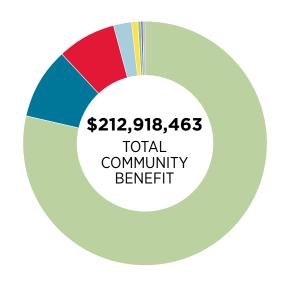
- Reach Out and Read
- Safe Kids Injury Prevention
- Smoking Cessation Education
- Stork's Nest
- Tobacco Prevention Education
- Violence Prevention Program
- Weight Management & Nutrition
 Education
- YouthWorks

To review the entire Community Health Needs Assessment from fiscal year 2018 with Implementation Plans, go to:

Downtown Campus: umm.edu/about/community/needs-assessment **Midtown Campus:** ummidtown.org/about/community-outreach

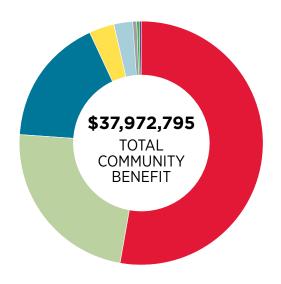
UMMC Downtown Campus

Health Professional Education	\$ 166,720,982
Charity Care	\$ 22,057,000
Mission Driven Health Care Services	\$ 14,928,124
Medicaid Assessments	\$ 5,597,890
Community Health Services	\$ 1,462,077
Community Building Activities	\$ 1,252,786
Financial Contributions	\$ 479,916
Community Benefit Operations	\$ 419,689



UMMC Midtown Campus

	ission Driven ealth Care Services	\$ 24,486,764
Н	ealth Professional Education	\$ 5,426,771
CI	narity Care	\$ 3,962,000
Co	ommunity Health Services	\$ 2,809,061
M	edicaid Assessments	\$ 791,709
Co	ommunity Building Activities	\$ 326,838
Fi	nancial Contributions	\$ 94,280
C	ommunity Benefit Operations	\$ 75,372





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
- 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

(FY2013 - FY2018)



OUR MISSION | OUR VISION

University of Maryland Medical

Center is the academic flagship of the University of Maryland Medical System. Our mission across two campuses is to provide health care services for the Baltimore community, the State of Maryland and the nation.

UMMC midtown and downtown campuses will be known for providing high-value, compassionate care to improve health in Maryland and beyond, to educate our future health care workforce and to advance medicine



OUR VALUES

Respect and Integrity

through innovation.

WE HONOR ALL PEOPLE

Teamwork and Collaboration

WE ARE BETTER TOGETHER

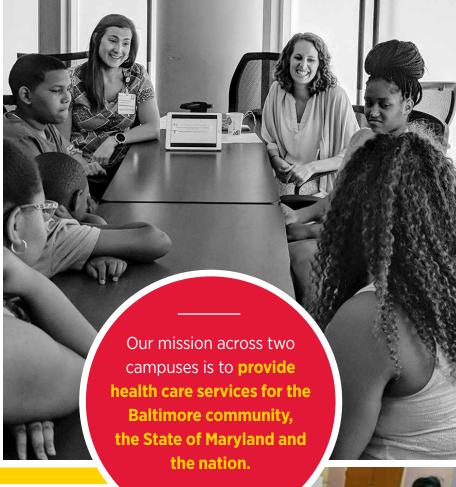
Excellence and Innovation

WE SEEK TO ADVANCE

Diversity and Inclusion

WE VALUE EACH OTHER

















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umm.edu/community ummidtown.org/community 410-328-9355

