



UNIVERSITY of MARYLAND  
MEDICAL SYSTEM



COMMUNITY HEALTH  
Improvement **20**  
Report | **18**



SUPPORTING  
OUR COMMUNITIES



**University of Maryland  
Medical System (UMMS):**

- University of Maryland  
Baltimore Washington Medical Center
- University of Maryland  
Capital Region Health
- University of Maryland  
Charles Regional Medical Center
- University of Maryland Medical Center
  - Downtown Campus
  - Midtown Campus
- University of Maryland  
Rehabilitation & Orthopaedic Institute
- University of Maryland  
Shore Regional Health
- University of Maryland  
St. Joseph Medical Center
- University of Maryland  
Upper Chesapeake Health
- University of Maryland  
Shore Emergency Center at Queenstown
- University of Maryland  
Shore Nursing & Rehabilitation Center  
in Chestertown
- University of Maryland  
Community Medical Group
- University of Maryland Health Plans
- Mt. Washington Pediatric Hospital  
(jointly owned with Johns Hopkins Medicine)

a message to  
**OUR COMMUNITY:**

With 13 hospitals, two freestanding emergency centers and nearly 150 outpatient locations, urgent care centers and a health plan, the University of Maryland Medical System offers Marylanders a comprehensive health care network. However, this network actually begins well before entering one of our facilities. It begins in communities all across the state with our dedicated community health staff who are using evidenced-based practices to provide outreach and education on a wide-range of health topics.

Because a healthy lifestyle is the key to prevention, the community health staff are playing an increasingly important role in meeting the community's need for access to care, education and prevention. In Fiscal Year 2018, we contributed more than \$491 million to programs, education and services in our communities with the goal of helping residents become healthier and less likely to need to be admitted to a hospital. From a mobile market to an adaptive sports program to a live-streamed mental health conference series, our investments are helping people live better, healthier lives. The programs highlighted on the pages that follow show that through education, innovation and partnerships, we have the ability to effectively meet changing health care needs and make a lasting impact on future generations.

In Fiscal Year 2018,  
**we contributed more  
than \$491 million to  
programs, education  
and services in  
our communities...**

Thank you for the opportunity to share our accomplishments and for your continued support of our on-going efforts to help our communities be healthy.



Donna L. Jacobs  
Senior Vice President  
Government, Regulatory Affairs and Community Health  
University of Maryland Medical System

**UM Baltimore  
Washington  
Medical Center  
(UM BWMC)**

**OPIOID RESPONSE  
PROGRAM**

In response to the growing opioid epidemic, UM BWMC is now offering free Overdose Response Program classes. These classes, which were implemented in July 2017 and are ongoing monthly, are open to anyone in the community. Classes are two hours in length and are taught by trained clinical staff from UM BWMC. Each class covers how to spot the signs and symptoms of someone who is experiencing an opioid-related overdose and how to administer Naloxone (also known as Narcan).



The Opioid Response Program was created in response to the General Assembly passing the Heroin and Opioid Prevention Effort (HOPE) Act of 2017 that in part allows for the public to help save the life of someone who is suspected of suffering from an opioid overdose. The law allows someone with no medical background to provide the life-saving medication. This program is also part of the Maryland Department of Health's strategy to reduce overdose deaths.

Since the conception of the Opioid Response Program, community members continue to be trained in these classroom sessions. By offering the Opioid Response Program class, UM BWMC remains firm on its position to be proactive in the battle against the opioid epidemic. The Opioid Task Force, led by the Clinical Director of Addiction Services at UM BWMC, is comprised of physicians, pharmacists and nurses. The Opioid Task Force has created and implemented the use of educational material for patients who are prescribed opioids. This material includes information about safely taking and handling opioid prescriptions, storing and disposing of unused medication, warning signs of addiction and a list of Anne Arundel County related resources.



**UM Capital  
Region Health  
(UM CAPITAL)**

**MAMA & BABY  
BUS PROGRAM**

UM Capital Region Health has a three-year partnership agreement to provide health services in

Prince George's County through the Mama & Baby Mobile Unit, a traveling mobile health unit owned by the March of Dimes. The Mama & Baby Mobile Unit serves as a healthcare access point for under-insured, uninsured and under-served women and children, providing basic, uncomplicated maternal and child health services through partnerships with local community based organizations, shelters, food pantries, faith institutions, schools and institutions of higher learning. Since the kick-off in summer of 2017, the mobile unit has seen over 150 patients. In addition, 100% of all women who have a well-woman exam on the mobile unit receive an annual depression screen and referral to further diagnosis and treatment, as needed.



**UM Charles  
Regional Medical Center  
(UM CRMC)**

**IMPROVING PATIENT  
ACCESS TO CARE:  
MOBILE INTEGRATED  
HEALTH CARE TEAM**

A unique collaboration of the Charles County Department

of Emergency Medical Services (EMS), Charles County Department of Health, and UM Charles Regional Medical Center has brought outreach services to people who most need access to the right health care provider at the right time since August 2017. The collaboration is funded through a grant from the Maryland Community Health Resources Commission and UM CRMC to support the effort.

The Mobile Integrated Health (MIH) Care Team consists of a local EMS paramedic, nurse practitioner, and community health worker. The three-person team follows up on physician recommendations made during hospital stays, visits recently discharged patients at home to check for any issues that could lead to further health problems, and finds ways to solve any other health care issues presented in a patient's home.

The MIH Care Program helps provide capacity for relieving potentially avoidable use of the local emergency department and emergency medical services. MIH will also link individuals to community services and resources at home to help manage chronic conditions, such as diabetes.

This program aims to assist community members to utilize prevention and disease management resources to stay healthier and stay out of the hospital. Of the first 24 patients that met program criteria, the MIH program achieved a 74 percent reduction in emergency department visits and an 84 percent reduction in inpatient hospital admissions. The MIH team is empowering their patients' independence and freedom through wellness and improved health care.



## University of Maryland Medical Center (UMMC) MOBILE MARKET

One in four residents throughout Baltimore City live in a healthy priority food area which is characterized as an area with limited healthy, fresh produce.

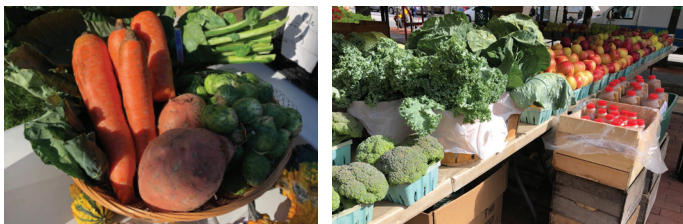


In many Baltimore neighborhoods, food insecurity, food deserts, and lack of knowledge regarding food preparation can lead to poor diets and chronic health problems.

Based on these factors, the University of Maryland Medical Center (UMMC) launched a mobile approach to address healthy food access 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 and neighboring state 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 \$40 in a grocery store. Customers can use their SNAP and WIC benefits to stretch their budget. 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, free health screenings are provided, such as blood pressure screenings, weight, and body mass index checks. 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 that they purchased.

In the first year of operation, 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 which directly impacts the health of West Baltimore communities.



## UM Rehabilitation & Orthopaedic Institute (UM Rehab) ADAPTED SPORTS PROGRAM AT UM REHABILITATION & ORTHOPAEDIC INSTITUTE

Focusing on helping patients “get back to living”

after experiencing a stroke, brain injury, spinal cord injury or amputation, or some level of physical limitation resulting from a chronic health condition, UM Rehab strives to help patients and members of the community to maximize their potential, quality of life and overall health by achieving more than they originally thought possible. One way they do this is through the Adapted Sports Program. This program promotes participation in adapted recreational and competitive sports for individuals with physical disabilities in order to maximize independence, self-confidence, health and overall well-being. Opportunities include wheelchair basketball, wheelchair rugby and adapted golf.



For Randy Johnson, playing wheelchair rugby made him realize how much he is still able to do. After suffering a traumatic spine injury in an automobile accident, Randy, a seasoned athlete of many sports, did not think he would ever play sports again.

After attending the annual Adapted Sports Festival at UM Rehab where he was introduced to Wheelchair (Quad) Rugby, and the Maryland Mayhem Quad Rugby team (the home team of UM Rehab), Randy discovered his new sport. Randy began working out in his chair and managed to find rides to Rugby practice whenever he could. Through hard work and perseverance, he eventually earned a starting position on the Maryland Mayhem team.

Wheelchair Rugby has given Randy an incredible new life. Through the Adapted Sports Program at UM Rehab and his unending desire to compete, Randy has achieved implausible strength and independence. He is currently living independently in his own apartment, making the most of every day.

## UM Shore Regional Health (UM SRH) GOING FURTHER WITH FOOD

March is National Nutrition Month, and UM Shore Regional Health’s Nutrition Services staff used the 2018



observance as an opportunity to reach out in our local communities to provide free education on strategies for healthy eating. From Chestertown to Cambridge and points in between, hospital dietitians teamed with diabetes nurse educators to offer free seminars and guided grocery tours designed to help community members of all ages learn better strategies to plan and prepare healthy meals and snacks, and to develop habits that promote better nutritional health.



With the Academy of Nutrition and Dietetics' National Nutrition Month theme, "Go Further With Food," seminar topics included The "Mind Diet" and Healthy Weight Loss, Learn About Diabetes and Nutrition, and Harvesting Healthy Choices. Food Shopping for Health, grocery store tours, led by diabetes nurse educators and hospital nutritionists, gave residents of Cambridge, Chestertown and Easton the opportunity to learn how to read and interpret food labels from the perspective of personal health concerns, and how to avoid highly processed foods that have lower nutritional value in favor of fresh, low-salt, low-sugar and low-fat options.

In many cases, Go Further With Food participants sought guidance on dietary guidelines to help manage health conditions like obesity, heart disease or diabetes. "It was exciting and gratifying to help people in our communities learn more about how to avoid health problems and maximize their quality of life through proper diet and nutrition," says Katie Ewers, RD, LDN, nutrition associate manager for UM SRH. "For many of our participants, gaining new strategies for food shopping and preparing meals and snacks was an important step toward better health, and they were grateful not only for the professional guidance our programs offered, but for the opportunity to share with and learn from each other



### **UM St. Joseph Medical Center (UM SJMC) PREVENTING STROKE AND CONTROLLING HIGH BLOOD PRESSURE**

Although stroke and heart disease have declined slightly in

the U.S., they remain the leading causes of death, according to the Centers for Disease Control, and have similar incidence rates. About 795,000 people suffer a stroke each year, and 790,000 suffer a heart attack.

UM SJMC's Community Health department has many initiatives to educate the community about lifestyle choices that can decrease the risk of stroke and high blood pressure and teach individuals to recognize the symptoms of stroke and take fast action to save lives.

A trained, registered nurse, presented three interactive seminars developed by Stanford University's Patient Education Center called "Living Healthy with High Blood Pressure." This evidence-based 2.5 hour interactive program includes recommendations about sodium intake, teaches proper home monitoring of blood pressure, and stresses the importance of knowing and understanding one's blood pressure numbers.

Nine free stroke awareness presentations were given by UM SJMC's Community Health department at local senior centers, universities and churches to more than 130 seniors. Afterwards, more than 92% of attendees could identify the signs of stroke compared to only 60% before the lecture.

A new, monthly Stroke Support Group began in October 2017 at The Orokawa Y in Towson, led by stroke coordinators from UM SJMC and another local hospital. The first community Stroke Awareness Lunch and Learn at UM SJMC took place during Stroke Awareness Month on May 29. Presenters included a nurse stroke coordinator, neurologist, pharmacist and physical therapist. This will be an annual seminar.

UM SJMC screened 183 people at free blood pressure screenings in the community; 62 people were referred for further evaluation. A UM SJMC community health nurse identified one high-risk person at an Orokawa Y in Towson screening and recommended immediate medical attention.

Community members that participated in the free stroke and abdominal aortic aneurysm (AAA) screening at UM SJMC on May 30 received an ultrasound of their carotid artery and aorta to identify blood flow issues resulting from a blocked or weakened artery. Cholesterol and blood pressure screenings were also offered and each participant received individual educational counseling to review all of their results and to determine what, if any, follow-up was indicated.

Recognizing the early signs of a stroke could be a matter of life or death. Using updated B.E. F.A.S.T. (Balance, Eyes, Face, Arm, Speech and Time) messaging for detecting the early warning signs of a stroke, UM SJMC targeted senior centers, fitness centers, primary care practices and the Towson Festival to raise awareness of the signs of a stroke and the actions to take to get immediate help should symptoms present.

### **UM Upper Chesapeake Health (UM UCH) ADOLESCENT MELANOMA SCREENING**

Melanoma is the most dangerous form of skin cancer and is on the rise in both adults and children. In the last 10 years, melanoma diagnoses in young people has risen by 2 percent annually. It is the second most common cancer for adolescents and young adults between the ages of 15 to 29, with 90 percent of the cases diagnosed between the ages of 10 and 19.

The signs of melanoma in young people are often overlooked as the disease can present very differently from melanomas in adults. In a young person, a melanoma may appear as an unusual wart, a bump that itches and bleeds, a lump on the skin that is not dark or black, a mole that becomes thick and bumpy, sticking out far from the skin or a bump or lump that rapidly increases in size.

While avoiding or limiting sun and UV exposure and not using tanning beds is critical for children and young people, adolescent melanoma is a cancer that can be the result of hormones and genetics along with exposure to the sun. Typically found on a lower extremity or trunk, adolescent melanoma usually becomes noticeable as a child approaches or reaches puberty.

In May, UM UCH, in partnership with the Claire Marie Foundation and two local volunteer board certified dermatologists, held its first adolescent melanoma skin cancer screening. Fifty children and young adults between the ages of 8 and 30 participated in this free screening. Nine of the 50 were found to need additional follow-up. UM UCH plans to provide this free screening annually to bring awareness and education to the community on this very dangerous child and adolescent cancer.





**Mt. Washington Pediatric Hospital (MWPH)  
PREP PROGRAM BRINGS  
EDUCATION RESOURCES  
TO PATIENTS PARENTS**

Parents of children with complex medical needs have a lot to juggle. Caring for a child who is sick or injured

is already an exceedingly stressful situation, and parents don't always know what questions to ask or what they should be doing to prepare for discharge.

That's why MWPH's new program – Providing Resources to Empower Parents, or PREP – is so important. Every other month, the PREP program brings together a wide range of resources, all of them ready to help patient families, in one place. The program began in July 2017 and has helped nearly 50 families so far.

“PREP is a great way for families to get customized advice and information outside of an appointment or hospital rounds,” said Michelle Hanover, MS, LBSW, patient family liaison. “It's open to both inpatient and outpatient families, and parents really benefit by having one-on-one access to all of these specialists.”

Departments across the hospital set up stations where they can provide information, advice, and support to parents in a relaxed setting. Family members can walk around the room and ask questions of hospital professionals.

“PREP is a friendly, open environment which reduces stressors for parents. After parents participate in PREP, they are better equipped to ask questions,” said Joan Geckle, MSN, clinical staff nurse and parent education coordinator at MWPH. “PREP gives parents the tools they need in order to facilitate a better transition home after discharge from the hospital.”

Here are just a few examples of the information parents can receive at PREP:

- **Psychology** – answers to questions about social development milestones, attachment, and bonding
- **Nursing** – tips about dosing medication correctly, G tube questions and answers
- **Infection Prevention** – information and tips on the different ways parents play a key part in preventing the spread of infection and keeping their children safe
- **Lactation Support** – help for moms interested in providing breast-milk for their infants, including pumping tips, equipment resources, and breastfeeding information
- **Rehabilitation** – information to help children make progress in motor skills and feeding
- **Respiratory** – answers to questions and breathing resources
- **Environmental safety** – how to make your home safer for your child and how to reduce preventable injuries
- **Child Life** – tips on reducing anxiety in the hospital environment and during procedures
- **Parent Mentors** – valuable advice from parents who know what they're going through

Additionally, parents receive a care binder, designed to help families organize their child's medical information, appointment records, insurance information, test results, and provider information. Parent mentors are available to help families customize their binders to work for their child's situation.

As the program continues to grow, MWPH hopes to get community partners involved in PREP. “Bringing in community-based resources will make the program even more helpful for our patient parents,” Hanover said.

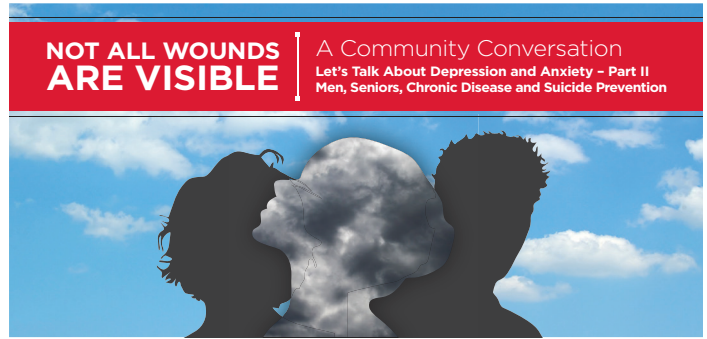
To learn more about MWPH's PREP program, contact: Michelle Hanover at 410-578-2651 or email: [mhanover@mwph.org](mailto:mhanover@mwph.org).



**University of Maryland Medical System (UMMS)**  
**NOT ALL WOUNDS ARE VISIBLE BRING TOGETHER CLINICAL EXPERTS & COMMUNITY MEMBERS**

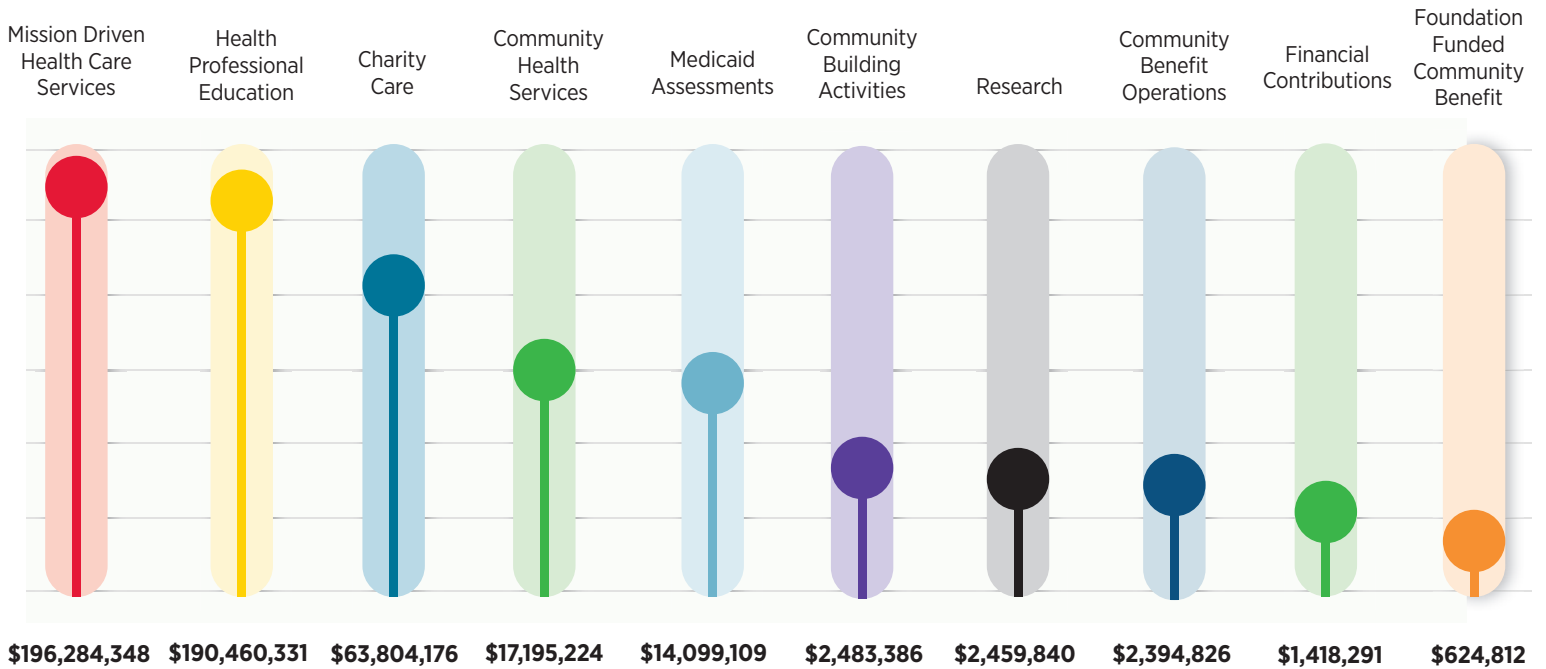
In 2018, UMMS held two mental health community conversations on depression and anxiety, the most common mental health issues in the United States. More than 40 million adults are affected by anxiety disorders and each year, more than 16 million adults are affected by clinical depression. In Maryland, one in five children between the ages of 13 and 18 lives with a mental health condition.

“Anxiety can interfere with daily activities by producing feelings of nervousness, restlessness, fear and irritability,” said Dr. Jill A. RachBeisel, Interim Chair of the Department of Psychiatry at the University of Maryland School of Medicine and University of Maryland Medical Center. “Depression is a mood disorder that causes a persistent feeling of sadness, isolation, irritability and loss of interest in activities. More than half of individuals struggling with anxiety or depression experience severe impairment impacting work/school performance and social and personal relationships. Despite the fact that anxiety and depression are treatable, millions of Americans go untreated each year.”



As a trusted community resource and partner, the University of Maryland Medical System brings together professionals and experts on mental health issues semi-annually to offer, Not All Wounds are Visible: A Community Conversation. These sessions help the community gain valuable insight into a variety of mental and behavioral health topics and available including available tools and resources. Importantly, presenters share personal stories of struggles and triumph to provide hope for others managing similar challenges. Offered in both the spring and the fall, the conferences are frequently live-streamed from the University of Maryland, Baltimore Campus Center to several University of Maryland Medical System hospital affiliate locations.

**COMMUNITY BENEFITS FINANCIAL CONTRIBUTIONS for Fiscal Year 2018**



**\$491,224,343** TOTAL COMMUNITY BENEFIT



# UNIVERSITY of MARYLAND MEDICAL SYSTEM

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[umms.org/community](http://umms.org/community)

