

**University of Maryland Charles Regional Medical Center** (UM CRMC) is an acute-care community hospital that has been serving Charles County and surrounding communities for over 80 years. Among the many ways UM CRMC serves the community is by working in partnership with like-minded community organizations. Partnerships for a Healthier Charles County (PHCC), founded in part by UM CRMC in 1994, includes more than 30 non-profit and community-based service organizations, with the goal of improving the health and quality of life for all Charles County citizens.



## Activities

### Mobile Integrated Health Care

Funded through a partnership between UM CRMC, the Charles County Department of Health and the Charles County Government, the Mobile Integrated Health (MIH) Care Program increases access to health care services for the medically underserved by addressing the barriers that are leading to unnecessary use of emergency care. The MIH Team, which consists of a local EMS paramedic, a public health nurse, and a community health worker, follows up with referred patients to deliver personalized care coordination, connect patients to community resources and services, and provide self-monitoring tools to help them better self-manage their health.

Since 2017, the MIH team has reduced emergency department visits by 61%, inpatient hospital admissions by 65%, 911 calls by 49%, EMS utilization by 47%, and 30-day readmissions by 73% among the 149 Charles County residents it served.



### Transportation to Wellness

Transportation to Wellness is a pilot program that provides free, on-demand, curb-to-curb non-emergency medical transportation to a patient's home after discharge and to post-hospitalization medical appointments. Recipients of this service are over age 65, have a mobility related disability, use nurse navigation services, and are low income. In the first 9 months, this program provided 161 safe rides, including 125 rides home after discharge and 18 round trips to patients' first primary care or specialist appointments post discharge. The Transportation to Wellness program strives to improve access to healthcare for low-income, disadvantaged Tri-County residents by reducing transportation barriers.



### COVID-19 Community Outreach: Reaching Beyond the Hospital

UM Charles Regional has continued to fulfill its community health mission during the COVID-19 pandemic.

- Addressing food insecurity in Charles County has been a top priority for UM CRMC. In this effort, with the support of the Charles Regional Medical Center Foundation and COVID relief grants, the hospital donated \$26,600 to the Southern Maryland Food Bank to fund nearly 3,000 weekend pantry bags, which provided approximately 36,000 meals to children and families in need.
- UM CRMC partnered with the Red Cross, La Plata United Methodist Church, and the local American Legion to coordinate additional blood drives in response to the urgent need for blood and the wave of blood drive cancellations across the region. In 2020, UM CRMC hosted 8 blood drives, bringing in 298 donors, nearly half of which were first-time donors, and enough blood to help over 900 patients.
- Additionally, UM CRMC transitioned a variety of community education classes and support groups to virtual platforms to maintain community engagement while ensuring the safety of our staff and community members.

# Community Health Needs Assessment (CHNA)

Every three years, UM CRMC surveys the health needs of the county and surrounding areas in what is called the Community Health Needs Assessment (CHNA). The CHNA provides a snapshot of the county's health by identifying gaps in care for the community and demonstrates a benchmark of progress toward the goals set in the Health Improvement Plan for the UM CRMC service area.

Community input plays an integral role in the CHNA process as the 2021 CHNA is currently underway. In 2018, UM CRMC completed the last CHNA in partnership

with the Charles County Department of Health. A total of 846 Charles County residents completed an online survey, 1,317 respondents completed a short paper survey and 128 people participated in focus groups with community leaders, citizens and stakeholders.

UM CRMC then partnered with PHCC team members to develop the next Charles County Health Improvement Plan and subsequent Team Action Plans, which provide the county with measurable outcomes and benchmarks for program implementation.



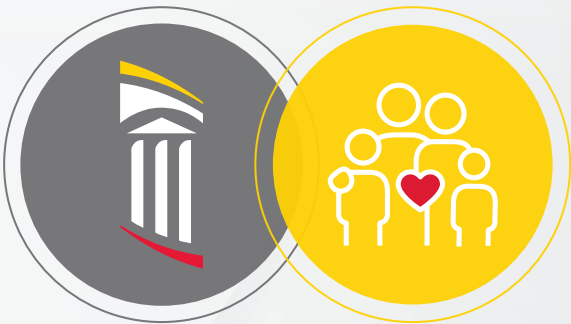
## CHNA Implementation Plan (IP)

The findings are used to address gaps in care and add resources that will help improve community health. The top three priorities in 2018 were:

- 1. Chronic Disease Prevention & Management
- 2. Access to Health Care
- 3. Behavioral Health

Despite the challenges that the COVID-19 pandemic presents to in-person community

engagement and outreach, UM CRMC continues to gather useful quantitative and qualitative health information from the community that empowers the medical center and its community partners in promoting a healthier Charles County. Staying informed and responsive to evolving trends and community needs allows the hospital to continue supporting its service area beyond the walls of the hospital.



## Financials

