



UNIVERSITY of MARYLAND
ST. JOSEPH MEDICAL CENTER



COMMUNITY HEALTH
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SUPPORTING
OUR COMMUNITIES



University of Maryland St. Joseph Medical Center
(UM SJMC)

CARING FOR A DIVERSE COMMUNITY FOR GENERATIONS

University of Maryland St. Joseph Medical Center (UM SJMC) has a rich history of providing loving service and compassionate care dating back to our founding in 1864 by the Sisters of St. Francis of Philadelphia. Inspired by our ever-present Catholic heritage, the medical center not only boasts a wide range of superb clinical programs and centers of excellence, but also serves the community with free programs that focus on prevention and reducing serious illness and injury. Our goal is to help community residents live longer, healthier, more active lives. Our programs span the generations and support diverse groups – ranging from youth to seniors, reaching the Hispanic community, and serving the underinsured or uninsured working poor.

The Community Health department at UM SJMC provides education and outreach to enhance quality of life for individuals and the community through classes and programs covering a large scope of health topics, sometimes in partnership with UM SJMC clinical programs and centers of excellence and often in partnership with local community groups.

In this report, you'll read about programs which include the 7th Annual Women's Conference at UM SJMC, expanded yoga offerings, Cervical Cancer Screening and UM SJMC's robust efforts to reduce the risk of stroke that include the "Living Healthy with High Blood Pressure" program, free blood pressure screenings, a free monthly Stroke Support Group at The Orokawa Y in Towson and a free Stroke and Abdominal Aortic Aneurysm (AAA) screening.

These community programs are a natural complement to UM SJMC's strong centers of excellence, which include the Cancer, Heart and Orthopaedic Institutes, Women's and Children's services and Emergency Medicine.

DEAR READER:

The University of Maryland St. Joseph Medical Center (UM SJMC) has been a treasured community resource dating back to our founding in 1864 by the Sisters of St. Francis of Philadelphia who opened the St. Joseph German Hospital to serve the sick and needy in downtown Baltimore.

This mission to care for a broad community has continued at UM SJMC in Towson since our move to Northern Baltimore in 1965. This charge is why one of the main tenants of our True North philosophy is "Our Community." We are working closely with many community partners to accomplish this and continue seeking and developing new, innovative alliances with organizations across our service area.

Although UM SJMC is well known for our large, annual free flu shot campaign, one of our very active relationships is with The Orokawa Y in Towson, where we offer free blood pressure screenings and a new Stroke Support Group. Stroke is one of the most lethal health issues in our community, so we also expanded stroke presentations into local senior centers, universities and churches and have a nurse trained in Stanford's Living Healthy with High Blood Pressure program, which she has presented at several community settings.

UM SJMC is proud of our well established community-based programs that serve a diverse population in age, ethnicity and income.

UM SJMC is proud of our well established community-based programs that serve a diverse population in age, ethnicity and income. For example, this is the 20th anniversary of our St. Clare Medical Outreach Program, which provides primary care to a low-income, working, uninsured population that is mainly Hispanic. Located in Lutherville, St. Clare served more than 1,100 patients this year, as well as referring to donated specialty care generously provided by UM SJMC specialists.

Since 2007, UM SJMC has presented a youth sports health conference called "Powered by ME!" which takes place every fall to inspire youth to make healthy lifestyle choices and be a positive member of their community. Attended by approximately 500 area high school athletes and their coaches it covers a wide range of topics, from the dangers of performance enhancing drugs to eating disorders, e-cigarettes, opioid addiction and dating violence.

I want to thank the support of our Board of Directors, our talented medical and health providers and support staff, as well as our volunteers and donors for making our mission to enhance our community's health possible. They are the true force behind our True North.

Sincerely,



Thomas B. Smyth, MD
President & CEO
UM St. Joseph Medical Center

COMMUNITY HEALTH IMPROVEMENT REPORT

Yoga Promotes Health and Relaxation

Studies show that yoga offers a broad range of health benefits from relieving anxiety and tension to lowering blood pressure and improving fitness. Yoga also promotes strength, balance, pain relief and relaxation. UM SJMC has offered free yoga classes since 2014, open to adults of all ages and fitness levels, including anyone with physical limitations or chronic illnesses.

More than 100 yoga classes took place in FY 2018. The average class size was 10 attendees. Two beginner-friendly classes are offered a week. On Mondays, a one-hour gentle, therapeutic yoga class takes place from 4:30-5:30 p.m. On Wednesdays, a chair yoga class held from 12 noon - 12:30 p.m. offers participants a short, midday break featuring light yoga with meditation and deep breathing. Chair yoga is especially good for people with limited mobility who wouldn't be able to practice yoga without the assistance of the chair, according to instructors. It can increase range of motion and alleviate pain and tension in the hips, wrists and ankles. Both classes focus on mindfulness.

“We all feel better physically and mentally thanks to these classes. My flexibility has increased, and I'm 74 years old. It's helped me recover from rotator cuff surgery. Yoga helps my strength and balance, which is very important as you get older and have a fear of falling. **The instructors are fantastic.**”

Preventing Stroke and Controlling High Blood Pressure

Although stroke and heart disease have declined slightly in the U.S., they are the leading cause 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. Stroke is the fifth leading cause of death in the US.

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 to know and understand 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 GBMC. The first community Stroke Awareness Lunch and Learn at UM SJMC took place during Stroke Awareness Month on May 29. Presenters included a RN stroke coordinator, neurologist, pharmacist and physical therapist. This will be an annual seminar.

Free blood pressure screenings in the community screened 183 people; 62 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.

A free Stroke and Abdominal Aortic Aneurysm (AAA) screening at UM SJMC on May 30 screened 29 community members who received an ultrasound of the carotid artery and aorta to identify areas of reduced blood flow. Cholesterol and blood pressure screenings were also offered. Participants received educational counseling to get a better understanding of their results.

UM SJMC updated its B.E.F.A.S.T. magnets to include a wider range of stroke signs and symptoms and emphasize calling 911 immediately when someone exhibits these signs. B.E.F.A.S.T. stands for Balance, Eyes, Face, Arm, Speech and Time. The magnets were widely distributed through senior centers, fitness centers, primary care practices and at the UM SJMC booth at the Towsontown Festival.

Annual Women's Conference

The 7th Annual Spring Health Conference for women at UM SJMC on May 19 was attended by 75 women who benefitted from a day devoted to women's health education, empowerment and inspiration. Many women attend this conference annually and bring friends, daughters and mothers.

Keynote speaker Megan Knight of ABC-TV2 News shared the story of her grandparents' challenging Alzheimer's experience.

The other featured topics were: "Stroke Risk in Women: New Treatment, New Opportunities," by Marcella A. Wozniak, MD, PhD, medical director of the Comprehensive Stroke Center at UMMC; "Lung Health," by Shelby Stewart, MD, thoracic surgeon at UM SJMC and assistant professor of Surgery at UM School of Medicine; "Healthy Bones – Build Them for Life," by Kathy Mulford, RN,MS, CRNP, ONP-C, of Towson Orthopaedics Associates, and "Acupuncture 101," by Andrea Marx, MD, who is a rheumatologist with a special interest in integrative therapies and is a certified medical acupuncturist.

Vendor and health education tables included the UM SJMC Cancer Institute, the UM SJMC Community Health department that focused on stroke, acac Fitness and Wellness Center, The Orokawa Y in Towson, Maryland Health Advantage, Maryland Health Insurance Administration and Maryland Health Connection. There were raffle prizes including About Faces gift certificates, gifts from Stebbins for Her, Kirchmayr chocolates, and memberships to The Orokawa Y in Towson and acac Fitness and Wellness Center.



The majority of participants rated the conference excellent, including feedback such as:

- "Presentations were relevant and interesting."
- "It was a great time, very informational and well organized. I hope to come back next year!"
- "First time, really enjoyed all the info."
- "All speakers were wonderful."
- "Always enjoy the women's conference every year, very good information shared."
- "Very informative. Morning well spent – thank you!"

Cervical Cancer Screening

Thirty women were screened at this annual screening in March, which is a collaborative effort of the Cancer Institute at UM SJMC and Women's Health Associates. Four women required further testing and treatment.

The screening is held for women ages 21-65 who do not have a history of cervical cancer and have not had a Pap test within the past year. Screening includes a pelvic exam, Pap test and cervical health education.

Many of the women screened are Hispanic and uninsured. Nueva Vida supports UM SJMC's breast and cervical cancer screening by assisting these women through the process of registration, evaluation, further testing and treatment as needed.

Thirty women were screened at this annual Cervical Cancer Screening.

The screening is held for women ages 21-65 who do not have a history of cervical cancer and have not had a Pap test within the past year.





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 CHNA 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 CHNA, read the 2016 CHNA Report at: www.umms.org/sjmc/community/community-health-needs-assessment-and-implementation-plan

CHNA IMPLEMENTATION PLAN

Key finding and activities from the CHNA 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.

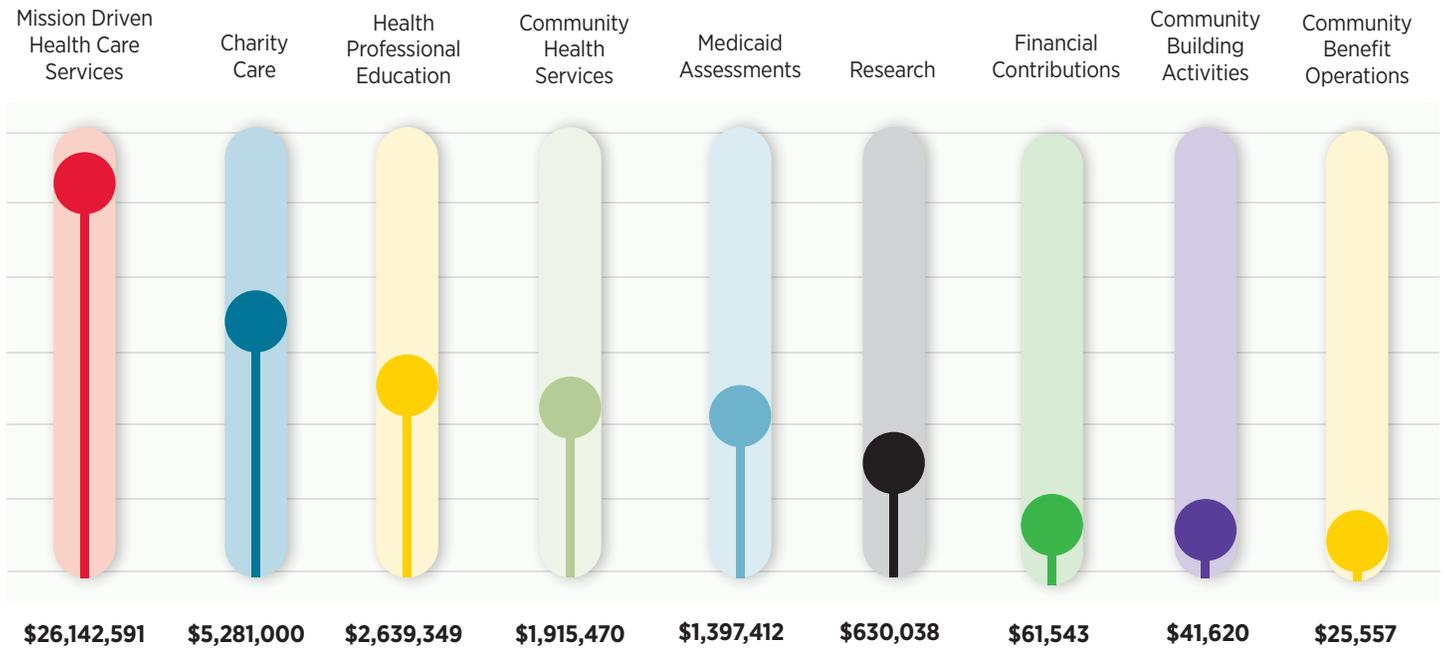
2. Chronic disease (cardiovascular disease, obesity, stroke, diabetes)

- 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 effect 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.

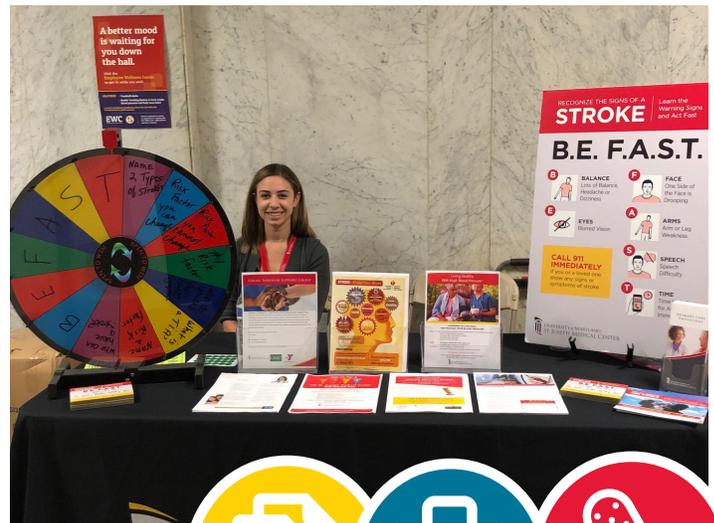
3. Mental health and substance abuse

- 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 2018



\$38,134,583 TOTAL COMMUNITY BENEFIT



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
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 umms.org/sjmc/patients-visitors/for-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 Office 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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umstjoseph.org/community

