*Q1.*
COMMUNITY BENEFIT NARRATIVE REPORTING INSTRUCTIONS

The Maryland Health Services Cost Review Commission (HSCRC or Commission) is required to collect community benefit information from individual hospitals in Maryland and compile it into an annual statewide, publicly available report. The Maryland General Assembly updated §19-303 of the Health General Article in the 2020 Legislative Session (HB1169/SB0774), requiring the HSCRC to update the community benefit reporting guidelines to address the growing interest in understanding the types and scope of community benefit activities conducted by Maryland's nonprofit hospitals in relation to community health needs assessments. The reporting is split into two components, a Financial Report and a Narrative Report. This reporting tool serves as the narrative report. Detailed reporting instructions have been distributed to your hospital's community benefit contacts, and additional copies can be requested at the email below.

In this reporting tool, responses are mandatory unless specifically marked as optional. If you submit a report without responding to each question, your report may be rejected. You would then be required to fill in the missing answers before resubmitting. Questions that require a narrative response have a limit of 20,000 characters. This report need not be completed in one session and can be opened by multiple users.

For technical assistance, contact HCBHelp@hilltop.umbc.edu.

Q2. Section I - General Info Part 1 - Hospital Identification

Q3. Please confirm the information we have on file about your hospital for the fiscal year.

	Is this information correct?		If no, please provide the correct information here:
	Yes	No	
The proper name of your hospital is: Lifebridge Levindale Hebrew Geriatric Center and Hospital of Baltimore, Inc.	◉	○	
Your hospital's ID is: 210064	◉	○	
Your hospital is part of the hospital system called LifeBridge Health	◉	○	
The primary hospital community benefit (HCB) Narrative contact at your hospital is Sharon McClernan	◉	○	
The primary HCB Narrative contact email address at your hospital is smcclernan@lifebridgehealth.org	◉	○	
The primary HCB Financial report contact at your hospital is Julie Sessa	◉	○	
The primary HCB Financial report contact email at your hospital is jsessa@lifebridgehealth.org	◉	○	

Q4. Please select the community health statistics that your hospital uses in its community benefit efforts.

☑ Median household income   ☑ Race: percent White

☑ Percentage below federal poverty level (FPL)   ☑ Race: percent Black

☑ Percent uninsured   ☑ Ethnicity: percent Hispanic or Latino

☑ Percent with public health insurance   ☑ Life expectancy

☑ Percent with Medicaid   ☑ Crude death rate

☐ Mean travel time to work   ☐ Other

☐ Percent speaking language other than English at home

Q5. Please describe any other community health statistics that your hospital uses in its community benefit efforts.

Levindale Utilizes: -Data powered by the Healthy Communities Institute and can be found at https://healthycarroll.org/lifebridge/ -The Robert Wood Johnson Foundation's County Health Rankings and Roadmaps (https://www.countyhealthrankings.org/) -The Baltimore Neighborhood Indicators Alliance (https://bniajfi.org/) -Maryland Department of Health's Vital Statistics and Reports (https://health.maryland.gov/vsa/Pages/reports.aspx) -The Robert Wood Johnson Foundation's City Health Dashboard (https://www.cityhealthdashboard.com/md/baltimore/city-overview?metric=37&dataRange=city) -The University of Wisconsin School of Medicine and Public Health's Neighborhood Atlas/Area Deprivation Index Map (https://www.neighborhoodatlas.medicine.wisc.edu/)

Q6. Attach any files containing community health statistics that your hospital uses in its community benefit efforts.

Q7. Section I - General Info Part 2 - Community Benefit Service Area

Q8. The next group of questions asks about the area where your hospital directs its community benefit efforts, called the Community Benefit Service Area. You may find these community health statistics useful in preparing your responses.

Q9. Please select the county or counties located in your hospital's CBSA.

☐ Allegany County	☐ Charles County	☐ Prince George's County
☐ Anne Arundel County	☐ Dorchester County	☐ Queen Anne's County
☑ Baltimore City	☐ Frederick County	☐ Somerset County
☑ Baltimore County	☐ Garrett County	☐ St. Mary's County
☐ Calvert County	☐ Harford County	☐ Talbot County
☐ Caroline County	☐ Howard County	☐ Washington County
☐ Carroll County	☐ Kent County	☐ Wicomico County
☐ Cecil County	☐ Montgomery County	☐ Worcester County

Q10. Please check all Allegany County ZIP codes located in your hospital's CBSA.

This question was not displayed to the respondent.

Q11. Please check all Anne Arundel County ZIP codes located in your hospital's CBSA.

This question was not displayed to the respondent.

Q12. Please check all Baltimore City ZIP codes located in your hospital's CBSA.

☐ 21201	☐ 21212	☐ 21225	☐ 21237
☐ 21202	☐ 21213	☐ 21226	☐ 21239
☐ 21203	☐ 21214	☐ 21227	☐ 21251
☐ 21205	☑ 21215	☐ 21228	☐ 21263
☐ 21206	☑ 21216	☐ 21229	☐ 21270
☑ 21207	☑ 21217	☐ 21230	☐ 21278
☑ 21208	☐ 21218	☐ 21231	☐ 21281
☑ 21209	☐ 21222	☐ 21233	☐ 21287
☐ 21210	☐ 21223	☐ 21234	☐ 21290
☐ 21211	☐ 21224	☐ 21236	

Q13. Please check all Baltimore County ZIP codes located in your hospital's CBSA.

☐ 21013	☐ 21092	☐ 21156	☐ 21225
☐ 21020	☐ 21093	☐ 21161	☐ 21227
☐ 21022	☐ 21094	☐ 21162	☐ 21228
☐ 21023	☐ 21102	☐ 21163	☐ 21229
☐ 21027	☐ 21104	☐ 21204	☐ 21234
☐ 21030	☐ 21105	☐ 21206	☐ 21235
☐ 21031	☐ 21111	☑ 21207	☐ 21236
☐ 21043	☐ 21117	☑ 21208	☐ 21237
☐ 21051	☐ 21120	☐ 21209	☐ 21239
☐ 21052	☐ 21128	☐ 21210	☐ 21241
☐ 21053	☐ 21131	☐ 21212	☐ 21244
☐ 21057	☐ 21133	☐ 21215	☐ 21250
☐ 21065	☐ 21136	☐ 21219	☐ 21252
☐ 21071	☐ 21139	☐ 21220	☐ 21282
☐ 21074	☐ 21152	☐ 21221	☐ 21284

- [ ] 21082
- [ ] 21153
- [ ] 21222
- [ ] 21285
- [ ] 21085
- [ ] 21155
- [ ] 21224
- [ ] 21286
- [ ] 21087

Q14. Please check all Calvert County ZIP codes located in your hospital's CBSA.

This question was not displayed to the respondent.

Q15. Please check all Caroline County ZIP codes located in your hospital's CBSA.

This question was not displayed to the respondent.

Q16. Please check all Carroll County ZIP codes located in your hospital's CBSA.

This question was not displayed to the respondent.

Q17. Please check all Cecil County ZIP codes located in your hospital's CBSA.

This question was not displayed to the respondent.

Q18. Please check all Charles County ZIP codes located in your hospital's CBSA.

This question was not displayed to the respondent.

Q19. Please check all Dorchester County ZIP codes located in your hospital's CBSA.

This question was not displayed to the respondent.

Q20. Please check all Frederick County ZIP codes located in your hospital's CBSA.

This question was not displayed to the respondent.

Q21. Please check all Garrett County ZIP codes located in your hospital's CBSA.

This question was not displayed to the respondent.

Q22. Please check all Harford County ZIP codes located in your hospital's CBSA.

This question was not displayed to the respondent.

Q23. Please check all Howard County ZIP codes located in your hospital's CBSA.

This question was not displayed to the respondent.

Q24. Please check all Kent County ZIP codes located in your hospital's CBSA.

This question was not displayed to the respondent.

Q25. Please check all Montgomery County ZIP codes located in your hospital's CBSA.

This question was not displayed to the respondent.

Q26. Please check all Prince George's County ZIP codes located in your hospital's CBSA.

This question was not displayed to the respondent.

Q27. Please check all Queen Anne's County ZIP codes located in your hospital's CBSA.

This question was not displayed to the respondent.

Q28. Please check all Somerset County ZIP codes located in your hospital's CBSA.

This question was not displayed to the respondent.

Q29. Please check all St. Mary's County ZIP codes located in your hospital's CBSA.

This question was not displayed to the respondent.

Q30. Please check all Talbot County ZIP codes located in your hospital's CBSA.

Q31. Please check all Washington County ZIP codes located in your hospital's CBSA.

Q32. Please check all Wicomico County ZIP codes located in your hospital's CBSA.

Q33. Please check all Worcester County ZIP codes located in your hospital's CBSA.

Q34. How did your hospital identify its CBSA?

☑ Based on ZIP codes in your Financial Assistance Policy. Please describe.

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Please view full narrative in the
"Other" section that follows.
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☑ Based on ZIP codes in your global budget revenue agreement. Please describe.

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Please view full narrative in the
"Other" section that follows.
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☑ Based on patterns of utilization. Please describe.

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Please view full narrative in the
"Other" section that follows.
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☑ Other. Please describe.

Levindale is located in the northwest quadrant of Baltimore City, serving both its immediate neighbors and others from throughout the Baltimore City and County region. The neighborhoods surrounding Levindale are identified by the Baltimore Neighborhood Indicators Alliance (BNIA) as Southern Park Heights (SPH) and Pimlico/Arlington/Hilltop (PAH). These two neighborhoods make up the great majority of community health benefit activities, both by virtue of where the activities take place and because the majority of participants in those activities live in these neighborhoods. However Levindale does not have an address requirement for participation in community benefit activity, so those activities serve people living in 21215, 21207, 21208, 21209, 21117 and 21216. Portions of those zip codes include the following communities:
Pimlico/Arlington/Hilltop; Southern Park Heights; Howard Park/West Arlington; Dorchester/Ashburton; Greater Mondawmin; and Penn North/Reservoir Hill. Together, these zip codes and community designations define the hospital's Community Benefit Service Area (CBSA). This entire area is predominately African American with a below average median family income, above average rates for unemployment, and other social determining factors that contribute to poor health. The most vulnerable populations reside in 21215, 21207, 21208, 21209, and 21216. A majority of Levindale's interventions focus on the neighborhoods within 21215. To further illustrate the social factors that influence the health of those in our CBSA, the following highlights many social determinants in the area closest to the hospital and in which the majority of community benefit participants live, Southern Park Heights (SPH) and Pimlico/Arlington/Hilltop (PAH).
Relying on data from The 2017 Baltimore Neighborhood Health Profiles, the median household income for SPH was $26,015 and PAH's median household income was $32,410. This is compared to Baltimore City's median household income of $41,819. The percentage of families with incomes below the federal poverty guidelines in SPH was 46.4% and in PAH, 28.4%; compared to 28.8% in Baltimore City. The average unemployment rates for SPH and PAH were 23.6% and 17.1% respectively while Baltimore City's unemployment rate recorded in 2017 was 13.1%. The racial composition and income distribution of the aboveindicated zip codes reflect the racial segregation and income disparity characteristic of the Baltimore metropolitan region. For example, SPH and PAH have a predominantly African American population at 94.5% and 96.3% respectively. This is in contrast to the neighboring Mount Washington/Coldspring community in which the median household income is $76,263 and the unemployment rate was 4.5%. The racial/ethnic composition of the MW/C community is much more complex but the population is predominantly (65.8%) white.

Q35. Provide a link to your hospital's mission statement.

https://www.lifebridgehealth.org/main/about

Q36. (Optional) Is there any other information about your hospital's Community Benefit Service Area that you would like to provide?

Levindale Hebrew Geriatric Center and Hospital was founded in Baltimore City in 1890 as the Hebrew Friendly Inn and Aged Home, giving temporary shelter to the waves of incoming Jewish immigrants fleeing the pogroms of Europe. In 1927, the residents of the Hebrew Friendly Inn and Aged Home moved to a 22-acre lot at Greenspring and Belvedere Avenues in Baltimore, the former home of The Jewish Children's Society orphanage. The facility was renamed Levindale, in honor of Louis Levin, secretary of the Children's Society and first executive director of the Associated Jewish Charities. Today, Levindale has evolved into a 330-bed multi-denominational geriatric hospital and long term care facility that offers a complete range of quality health care programs for the elderly and disabled. Programs include a nursing home, a chronic specialty hospital that provides complex/chronic care, high intensity care, medical/behavioral health services and acute rehabilitation services, a sub-acute care unit, a partial hospitalization program (PHP), an outpatient mental health clinic and adult day services at two locations. Levindale is a member of LifeBridge Health – a Baltimore-based health system composed of Sinai Hospital, Northwest Hospital, and Levindale – and is a constituent agency of The ASSOCIATED: Jewish Community Federation of Baltimore.

Q37. Section II - CHNAs and Stakeholder Involvement Part 1 - Timing & Format

Q38.
Within the past three fiscal years, has your hospital conducted a CHNA that conforms to IRS requirements?

- ◉ Yes
- ○ No

Q39. Please explain why your hospital has not conducted a CHNA that conforms to IRS requirements, as well as your hospital's plan and timeframe for completing a CHNA.

This question was not displayed to the respondent.

Q40. When was your hospital's most recent CHNA completed? (MM/DD/YYYY)

06/30/2021

Q41. Please provide a link to your hospital's most recently completed CHNA. Please provide the entire CHNA, not just an Executive Summary.

https://www.lifebridgehealth.org/main/community-health

Q42. Please upload your hospital's most recently completed CHNA. Please provide the entire CHNA, not just an Executive Summary.

Levindale CHNA_Final_6 1 21.pdf
950.6KB
application/pdf

Q43. ## Section II - CHNAs and Stakeholder Involvement Part 2 - Internal CHNA Partners

Q44. Please use the table below to tell us about the internal partners involved in the development of your most recent CHNA.

	CHNA Activities										
	N/A - Person or Organization was not Involved	N/A - Position or Department does not exist	Member of CHNA Committee	Participated in development of CHNA process	Advised on CHNA best practices	Participated in primary data collection	Participated in identifying priority health needs	Participated in identifying community resources to meet health needs	Provided secondary health data	Other (explain)	Other - If you selected "Other (explain)," please type your expla... below:
CB/ Community Health/Population Health Director (facility level)	☐	☑	☐	☐	☐	☐	☐	☐	☐	☐	
	N/A - Person or Organization was not Involved	N/A - Position or Department does not exist	Member of CHNA Committee	Participated in development of CHNA process	Advised on CHNA best practices	Participated in primary data collection	Participated in identifying priority health needs	Participated in identifying community resources to meet health needs	Provided secondary health data	Other (explain)	Other - If you selected "Other (explain)," please type your expla... below:
CB/ Community Health/ Population Health Director (system level)	☐	☐	☑	☑	☑	☑	☑	☑	☑	☐	
	N/A - Person or Organization was not Involved	N/A - Position or Department does not exist	Member of CHNA Committee	Participated in development of CHNA process	Advised on CHNA best practices	Participated in primary data collection	Participated in identifying priority health needs	Participated in identifying community resources to meet health needs	Provided secondary health data	Other (explain)	Other - If you selected "Other (explain)," please type your expla... below:
Senior Executives (CEO, CFO, VP, etc.) (facility level)	☐	☐	☑	☐	☑	☐	☑	☐	☐	☐	

	N/A - Person or Organization was not Involved	N/A - Position or Department does not exist	Member of CHNA Committee	Participated in development of CHNA process	Advised on CHNA best practices	Participated in primary data collection	Participated in identifying priority health needs	Participated in identifying community resources to meet health needs	Provided secondary health data	Other (explain)	Other - If you selected "Other (explain)," please type your explanation below:
Senior Executives (CEO, CFO, VP, etc.) (system level)	☐	☐	☐	☐	☑	☐	☑	☐	☐	☐	
Board of Directors or Board Committee (facility level)	☐	☐	☐	☐	☑	☐	☑	☐	☐	☐	
Board of Directors or Board Committee (system level)	☐	☐	☐	☐	☑	☐	☑	☐	☐	☐	
Clinical Leadership (facility level)	☐	☐	☐	☐	☐	☐	☑	☑	☑	☐	
Clinical Leadership (system level)	☐	☐	☐	☐	☐	☐	☑	☑	☑	☐	
Population Health Staff (facility level)	☐	☑	☐	☐	☐	☐	☐	☐	☐	☐	
Population Health Staff (system level)	☐	☐	☑	☑	☑	☑	☑	☑	☑	☐	
Community Benefit staff (facility level)	☐	☑	☐	☐	☐	☐	☐	☐	☐	☐	
Community Benefit staff (system level)	☐	☑	☐	☐	☐	☐	☐	☐	☐	☐	

	N/A - Person or Organization was not Involved	N/A - Position or Department does not exist	Member of CHNA Committee	Participated in development of CHNA process	Advised on CHNA best practices	Participated in primary data collection	Participated in identifying priority health needs	Participated in identifying community resources to meet health needs	Provided secondary health data	Other (explain)	Other - If you selected "Other (explain)," please type your explanation below:
Physician(s)	☐	☐	☐	☐	☐	☐	☑	☑	☑	☐	
Nurse(s)	☐	☐	☐	☐	☐	☐	☑	☑	☑	☐	
Social Workers	☐	☐	☐	☐	☐	☐	☑	☑	☑	☐	
Hospital Advisory Board	☐	☑	☐	☐	☐	☐	☐	☐	☐	☐	
Other (specify)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	

Q45. Section II - CHNAs and Stakeholder Involvement Part 3 - Internal Hospital Community Benefit Partners

Q46. Please use the table below to tell us about the internal partners involved in your community benefit activities during the fiscal year.

	Activities										Other - If you selected "Other (explain)," please type your explanation below:
	N/A - Person or Organization was not Involved	N/A - Position or Department does not exist	Selecting health needs that will be targeted	Selecting the initiatives that will be supported	Determining how to evaluate the impact of initiatives	Providing funding for CB activities	Allocating budgets for individual initiatives	Delivering CB initiatives	Evaluating the outcome of CB initiatives	Other (explain)	
CB/ Community Health/Population Health Director (facility level)	☐	☑	☐	☐	☐	☐	☐	☐	☐	☐	
CB/ Community Health/ Population Health Director (system level)	☐	☐	☑	☑	☑	☑	☑	☑	☑	☐	
Senior Executives (CEO, CFO, VP, etc.) (facility level)	☐	☐	☑	☑	☑	☑	☑	☐	☐	☐	

	N/A - Person or Organization was not Involved	N/A - Position or Department does not exist	Selecting health needs that will be targeted	Selecting the initiatives that will be supported	Determining how to evaluate the impact of initiatives	Providing funding for CB activities	Allocating budgets for individual initiatives	Delivering CB initiatives	Evaluating the outcome of CB initiatives	Other (explain)	Other - If you selected "Other (explain)," please type your explanation below:
Senior Executives (CEO, CFO, VP, etc.) (system level)	☐	☐	☑	☑	☑	☑	☑	☑	☑	☐	
Board of Directors or Board Committee (facility level)	☐	☐	☑	☑	☐	☐	☐	☐	☐	☐	
Board of Directors or Board Committee (system level)	☐	☐	☑	☑	☐	☐	☐	☐	☐	☐	
Clinical Leadership (facility level)	☐	☐	☑	☑	☐	☐	☐	☐	☐	☐	
Clinical Leadership (system level)	☐	☐	☑	☑	☐	☐	☐	☐	☐	☐	
Population Health Staff (facility level)	☐	☑	☐	☐	☐	☐	☐	☐	☐	☐	
Population Health Staff (system level)	☐	☐	☑	☑	☑	☑	☑	☑	☑	☐	
Community Benefit staff (facility level)	☐	☑	☐	☐	☐	☐	☐	☐	☐	☐	
Community Benefit staff (system level)	☐	☑	☐	☐	☐	☐	☐	☐	☐	☐	
Physician(s)	☐	☐	☑	☑	☐	☐	☐	☐	☐	☐	
Nurse(s)	☐	☐	☑	☑	☐	☐	☐	☐	☐	☐	

	N/A - Person or Organization was not Involved	N/A - Position or Department does not exist	Selecting health needs that will be targeted	Selecting the initiatives that will be supported	Determining how to evaluate the impact of initiatives	Providing funding for CB activities	Allocating budgets for individual initiatives	Delivering CB initiatives	Evaluating the outcome of CB initiatives	Other (explain)	Other - If you selected "Other (explain)," please type your explanation below:
Social Workers	☐	☐	☑	☑	☐	☐	☐	☐	☐	☐	
Hospital Advisory Board	☐	☑	☐	☐	☐	☐	☐	☐	☐	☐	
Other (specify) [_____]	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	

Q47. Section II - CHNAs and Stakeholder Involvement Part 4 - Meaningful Engagement

Q48. Community participation and meaningful engagement is an essential component to changing health system behavior, activating partnerships that improve health outcomes and sustaining community ownership and investment in programs. Please use the table below to tell us about the external partners involved in your most recent CHNA. In the first column, select and describe the external participants. In the second column, select the level of community engagement for each participant. In the third column, select the recommended practices that each stakeholder was engaged in. The Maryland Hospital Association worked with the HSCRC to develop this list of eight recommended practices for engaging patients and communities in the CHNA process.

Refer to the FY 2023 Community Benefit Guidelines for more detail on MHA's recommended practices. Completion of this self-assessment is mandatory for FY 2023.

	Level of Community Engagement						Recommended Practices							
	Informed - To provide the community with balanced & objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions	Consulted - To obtain community feedback on analysis, alternatives and/or solutions	Involved - To work directly with community throughout the process to ensure their concerns and aspirations are consistently understood and considered	Collaborated - To partner with the community in each aspect of the decision including the development of alternatives & identification of the preferred solution	Delegated - To place the decision-making in the hands of the community	Community-Driven/Led - To support the actions of community initiated, driven and/or led processes	Identify & Engage Stakeholders	Define the community to be assessed	Collect and analyze the data	Select priority community health issues	Document and communicate results	Plan Implementation Strategies	Implement Improvement Plans	Evaluate Progress
Other Hospitals -- Please list the hospitals here: [UMMC, Medstar Health, St. Agnes, Johns Hopkins, Mercy, Mt. Washington Pediatric Hospital]	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☐	☐
Local Health Departments -- Please list the Local Health Departments here: [Baltimore City Health Department]	☑	☑	☐	☐	☐	☐	☐	☐	☑	☐	☐	☐	☐	☐
Local Health Improvement Coalition -- Please list the LHICs here: [Baltimore City LHIC]	☑	☑	☐	☐	☐	☐	☐	☐	☑	☐	☐	☐	☐	☐

	Informed - To provide the community with balanced & objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions	Consulted - To obtain community feedback on analysis, alternatives and/or solutions	Involved - To work directly with community throughout the process to ensure their concerns and aspirations are consistently understood and considered	Collaborated - To partner with the community in each aspect of the decision including the development of alternatives & identification of the preferred solution	Delegated - To place the decision-making in the hands of the community	Community-Driven/Led - To support the actions of community initiated, driven and/or led processes	Identify & Engage Stakeholders	Define the community to be assessed	Collect and analyze the data	Select priority community health issues	Document and communicate results	Plan Implementation Strategies	Implement Improvement Plans	Evaluate Progress
Maryland Department of Health	☑	☑	☐	☐	☐	☐	☐	☐	☑	☐	☐	☐	☐	☐
Other State Agencies -- Please list the agencies here: N/A	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Local Govt. Organizations -- Please list the organizations here: N/A	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Faith-Based Organizations	☑	☑	☑	☑	☐	☐	☐	☐	☐	☑	☐	☑	☐	☐
School - K-12 -- Please list the schools here: Pimlico Elementary and Middle	☑	☐	☐	☐	☐	☐	☐	☐	☐	☐	☑	☐	☐	☐
School - Colleges, Universities, Professional Schools -- Please list the schools here: N/A	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Organization	Informed - To provide the community with balanced & objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions	Consulted - To obtain community feedback on analysis, alternatives and/or solutions	Involved - To work directly with community throughout the process to ensure their concerns and aspirations are consistently understood and considered	Collaborated - To partner with the community in each aspect of the decision including the development of alternatives & identification of the preferred solution	Delegated - To place the decision-making in the hands of the community	Community-Driven/Led - To support the actions of community initiated, driven and/or led processes	Identify & Engage Stakeholders	Define the community to be assessed	Collect and analyze the data	Select priority community health issues	Document and communicate results	Plan Implementation Strategies	Implement Improvement Plans	Evaluate Progress
Behavioral Health Organizations -- Please list the organizations here: Behavioral Health Systems of Baltimore	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑
Social Service Organizations -- Please list the organizations here: N/A	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Post-Acute Care Facilities -- please list the facilities here: N/A	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Community/Neighborhood Organizations -- Please list the organizations here: Park Heights Renaissance, Jewish Community Center, Zeta Center, League for People with Disabilities, Center for Urban Families, Park Heights Community Health Alliance, Green and Healthy Homes Initiative	☑	☑	☑	☐	☐	☐	☑	☑	☐	☑	☑	☐	☐	☐
Consumer/Public Advocacy Organizations -- Please list the organizations here: N/A	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Other -- If any other people or organizations were involved, please list them here: American Heart Association, American Diabetes Association	☑	☑	☐	☐	☐	☐	☐	☐	☐	☐	☐	☑	☐	☐

Informed - To provide the community with balanced & objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions	Consulted - To obtain community feedback on analysis, alternatives and/or solutions	Involved - To work directly with community throughout the process to ensure their concerns and aspirations are consistently understood and considered	Collaborated - To partner with the community in each aspect of the decision including the development of alternatives & identification of the preferred solution	Delegated - To place the decision-making in the hands of the community	Community-Driven/Led - To support the actions of community initiated, driven and/or led processes	Identify & Engage Stakeholders	Define the community to be assessed	Collect and analyze the data	Select priority community health issues	Document and communicate results	Plan Implementation Strategies	Implement Improvement Plans	Evaluate Progress

Q49. Section II - CHNAs and Stakeholder Involvement Part 5 - Follow-up

Q50. Has your hospital adopted an implementation strategy following its most recent CHNA, as required by the IRS?

- ● Yes
- ○ No

Q51. Please enter the date on which the implementation strategy was approved by your hospital's governing body.

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6/30/2021
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Q52. Please provide a link to your hospital's CHNA implementation strategy.

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https://www.lifebridgehealth.org/main/community-health
```

Q53. Please upload your hospital's CHNA implementation strategy.

LevindaleIP.pdf
249KB
application/pdf

Q54. Please explain why your hospital has not adopted an implementation strategy. Please include whether the hospital has a plan and/or a timeframe for an implementation strategy.

This question was not displayed to the respondent.

Q55. (Optional) Please use the box below to provide any other information about your CHNA that you wish to share.

Q56. (Optional) Please attach any files containing information regarding your CHNA that you wish to share.

Q57. Section II - CHNAs and Stakeholder Involvement Part 6 - Initiatives

Q58. Were all the needs identified in your most recently completed CHNA addressed by an initiative of your hospital?

- ● Yes
- ○ No

Q59.

Using the checkboxes below, select the Community Health Needs identified in your most recent CHNA that were NOT addressed by your community benefit initiatives.

This question was not displayed to the respondent.

Q60. Why were these needs unaddressed?

This question was not displayed to the respondent.

Q61. Please describe the hospital's efforts to track and reduce health disparities in the community it serves.

Our hospitals screen inpatients for social determinant of health (SDOH) needs and to assess health disparities. Our system-wide Population Health Department uses community-level mapping tools (e.g., the Area Deprivation Index) as well as CRISP and hospital-level data to identify specific neigborhoods facing inequities to target its outreach and support. LifeBridge proactively brings health screening, chronic disease education, health insurance sign-up, and referrals to health care providers to underserved communities surrounding our hospitals through community-based health events and mobile clinic outreach to reduce disparities. LifeBridge organizes and supports partnerships with community organizations (e.g., senior centers, public libraries, faith-based organizations, healthy food delivery programs, barber shops/salons, senior buildings, local Ys) to deliver these services and improve our ability to enhance community members' access to preventive screening, health care, and health-supporting resources.

Q62. If your hospital reported rate support for categories other than Charity Care, Graduate Medical Education, and the Nurse Support Programs in the financial report template, please select the rate supported programs here:

- ☐ None
- ☑ Regional Partnership Catalyst Grant Program
- ☐ The Medicare Advantage Partnership Grant Program
- ☐ The COVID-19 Long-Term Care Partnership Grant
- ☐ The COVID-19 Community Vaccination Program
- ☐ The Population Health Workforce Support for Disadvantaged Areas Program
- ☑ Other (Describe) Behavioral Health (Regional Partnership Catalyst Grant)

Q63. (Optional) If you wish, you may upload a document describing your community benefit initiatives in more detail.

Q64. Section III - CB Administration

Q65. Does your hospital conduct an internal audit of the annual community benefit financial spreadsheet? Select all that apply.

- ☑ Yes, by the hospital's staff
- ☑ Yes, by the hospital system's staff
- ☐ Yes, by a third-party auditor
- ☐ No

Q66. Please describe the third party audit process used.

This question was not displayed to the respondent.

Q67. Does your hospital conduct an internal audit of the community benefit narrative?

- ⦿ Yes
- ◯ No

Q68. Please describe the community benefit narrative audit process.

The community benefit narrative is reviewed by the LifeBridge Health Board, which includes representatives from each of LifeBridge's hospitals.

Q69. Does the hospital's board review and approve the annual community benefit financial spreadsheet?

- ⦿ Yes

○ No

Q70. Please explain:

This question was not displayed to the respondent.

Q71. Does the hospital's board review and approve the annual community benefit narrative report?

● Yes
○ No

Q72. Please explain:

This question was not displayed to the respondent.

Q73. Does your hospital include community benefit planning and investments in its internal strategic plan?

● Yes
○ No

Q74. Please describe how community benefit planning and investments were included in your hospital's internal strategic plan during the fiscal year.

The top community needs identified through our hospital's CHNA were used by our hospital senior leaders to prioritize them within the year's strategic planning process.

Q75. If available, please provide a link to your hospital's strategic plan.

Q76. Do any of the hospital's community benefit operations/activities align with the Statewide Integrated Health Improvement Strategy (SIHIS)? Please select all that apply and describe how your initiatives are targeting each SIHIS goal. More information about SIHIS may be found here.

☐ Diabetes - Reduce the mean BMI for Maryland residents

☐ Opioid Use Disorder - Improve overdose mortality

☐ Maternal and Child Health - Reduce severe maternal morbidity rate

☐ Maternal and Child Health - Decrease asthma-related emergency department visit rates for children aged 2-17

☐ None of the Above

Q77. (Optional) Did your hospital's initiatives during the fiscal year address other state health goals? If so, tell us about them below.

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Q78. Section IV - Physician Gaps & Subsidies

Q79. (Optional) Please attach any files containing further information and data justifying physician subsidies at your hospital.

(This year, all information on physician gap subsidies is collected on the financials. However, if you have additional information on these subsidies to report, you may do so through attachments here.)

Q80. Section V - Financial Assistance Policy (FAP)

Q81. Upload a copy of your hospital's financial assistance policy.

LBH Financial Assistance Policy English 012821.pdf
277.4KB
application/pdf

Q82. Provide the link to your hospital's financial assistance policy.

https://www.lifebridgehealth.org/main/financial-assistance

Q83. Has your FAP changed within the last year? If so, please describe the change.

(●) No, the FAP has not changed.

(○) Yes, the FAP has changed. Please describe: [   ]

Q84. Maryland acute care and chronic care hospitals are required under Health General §19-214.1(b)(2)(i) COMAR 10.37.10.26(A-2)(2)(a)(i) to provide free medically necessary care to patients with family income at or below 200 percent of the federal poverty level (FPL).

Please select the percentage of FPL below which your hospital's FAP offers free care.

	100	150	200	250	300	350	400	450	500	
Percentage of Federal Poverty Level					▮					300
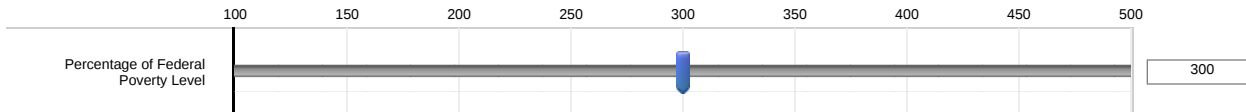
Q85. Maryland acute care and chronic care hospitals are required under COMAR 10.37.10.26(A-2)(2)(a)(ii) to provide reduced-cost, medically necessary care to low-income patients with family income between 200 and 300 percent of the federal poverty level.

Please select the range of the percentage of FPL for which your hospital's FAP offers reduced-cost care.

	200	250	300	350	400	450	500	
Lowest FPL	▮							200
Highest FPL			▮					300
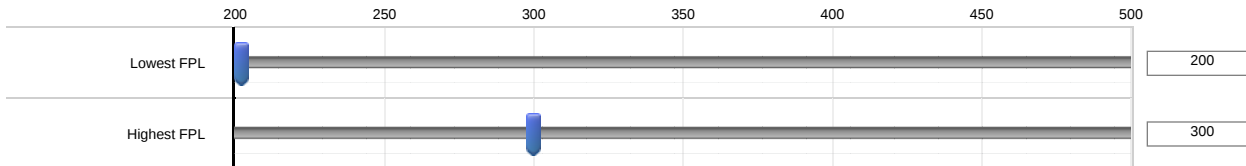
Q86. Maryland acute care and chronic care hospitals are required under Health General §19-214.1(b)(2)(iii) COMAR 10.37.10.26(A-2)(3)(a) to provide reduced-cost, medically necessary care to patients with family income below 500 percent of the federal poverty level who have a financial hardship. Financial hardship is defined in Health General §19-214.1(a)(2) and COMAR 10.37.10.26(A-2) (1)(b)(i) as a medical debt, incurred by a family over a 12-month period that exceeds 25 percent of family income.

Please select the range of the percentage of FPL for which your hospital's FAP offers reduced-cost care for financial hardship.

	0	100	200	300	400	500	600	700	
Lowest FPL				▮					300
Highest FPL						▮			500
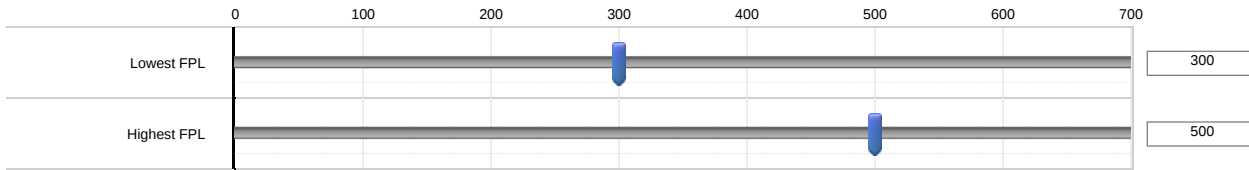
Q87. Please select the threshold for medical debt as a percentage of family income above which qualifies as a financial hardship.

	0	10	20	30	40	50	60	70	80	90	100	
Debt as Percentage of Income			▮									25
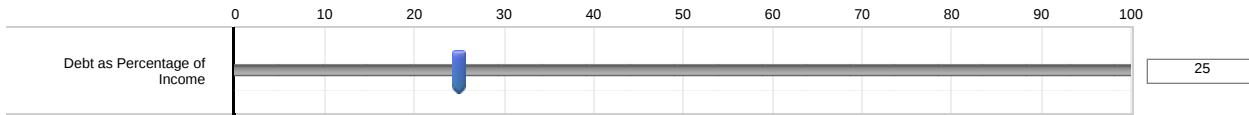
Q88. Section VI - Tax Exemptions

Q89. Per Health General Article §19-303 (c)(4)(ix), list each tax exemption your hospital claimed in the preceding taxable year (select all that apply)

- ☑ Federal corporate income tax
- ☑ State corporate income tax
- ☑ State sales tax
- ☑ Local property tax (real and personal)
- ☑ Other (Describe) FUTA

Q90. Summary & Report Submission

Q91.

Attention Hospital Staff! IMPORTANT!

You have reached the end of the questions, but you are not quite finished. Your narrative has not yet been fully submitted. Once you proceed to the next screen using the right arrow button below, you cannot go backward. You cannot change any of your answers if you proceed beyond this screen.

We strongly urge you to contact us at hcbhelp@hilltop.umbc.edu to request a copy of your answers. We will happily send you a pdf copy of your narrative that you can share with your leadership, Board, or other interested parties. If you need to make any corrections or change any of your answers, you can use the Table of Contents feature to navigate to the appropriate section of the narrative.

Once you are fully confident that your answers are final, return to this screen then click the right arrow button below to officially submit your narrative.

Location Data

Location: (37.751, -97.822)

Source: GeoIP Estimation

LifeBridge Health

Levindale Hebrew Geriatric Center and Hospital

Community Health Needs Assessment

2021

Executive Summary

Levindale Hebrew Geriatric Center and Hospital ("Levindale Hospital/Levindale") is a 330-bed facility located in Baltimore and licensed in the state of Maryland providing a full continuum of post-acute care services to help patients regain function and vitality after a life-altering illness or injury. Levindale is accredited by the Joint Commission and Commission on Accreditation of Rehabilitation Facilities.

Levindale Hospital is part of LifeBridge Health, Inc. which also includes Grace Medical Center in southwest Baltimore City, Sinai Hospital in Baltimore City, Northwest Hospital in Baltimore County and Carroll Hospital in Carroll County.

The Baltimore City Health Department and the resident health systems previously collaborated on a Community Health Needs Assessment ("CHNA") in 2017-2018 and have sought to do so again in 2020-21 though in a more limited manner due to the COVID-19 virus. As part of the LifeBridge Health system participation in this collaborative effort, Levindale Hospital has participated in the City-wide survey, focus groups and stakeholder interviews. This CHNA incorporates a variety of secondary data sourced through the Baltimore Neighborhood Indicators Alliance as well as the Baltimore City Health Department's Neighborhood Health Profile.

2021 Community Health Needs Assessment

Approach and Methodology: Similar to the CHNA conducted in 2018, in 2020-21 Levindale Hospital used an inclusive approach to complete the CHNA to ensure that the CHNA was conducted in a way that best identifies north and west Baltimore's health needs and meets the IRS CHNA requirements for not-for-profit hospitals. Levindale Hospital's leadership recognized the importance of continuity with previous CHNAs and the corresponding Implementation Plans (IP). A report on the impact of actions taken under the 2018 Implementation Plan can be found on page 8.

Levindale Hospital utilized the LifeBridge Community Health and Wellness team to conduct the CHNA. As part of the CHNA methodology, Levindale Hospital collected and analyzed both primary and secondary data for seven Community Statistical Areas (CSAs) that comprised the majority of the hospital's service area. The following CSAs make up Levindale Hospital's CHNA Service Area - Cross-Country/Cheswolde, Dorchester/Ashburton, Glen-Falstaff, Howard Park/West Arlington, Mount Washington/Coldspring, Pimlico/Arlington/Hilltop, and Southern Park Heights.

Key Findings from Secondary Data Analysis: The 2020 US Census population estimate for the Levindale Hospital service area is 251,771. This represents a decline

of approximately 2,100 residents since 2010. The demographics of service area commonly reflect Baltimore City as a whole in regard to age (18 percent over 65 and 22 percent under 18), ethnicity (4.7 percent Hispanic/Latinx), race (63 percent Black, 31 percent White, 4 percent Asian), and gender (54/46 percent female/male). With respect to education, residents of the service area have attained higher education levels than the City's overall population (37 percent with bachelor's degree or greater versus 32 percent for Baltimore City).

Within the CHNA service area, the communities of Southern Park Heights and Pimlico – Arlington – Hilltop had health outcomes and socio-economic factors significantly less favorable than other service area communities and Baltimore City as a whole. In particular:

- Life expectancy across the service area ranged from 84.7 years in Cross-Country/Cheswolde to 67.1 years in Pimlico/Arlington/Hilltop and 68.7 years in Southern Park Heights. The city of Baltimore has a life expectancy of 72.7 years.
- The all-cause mortality rate per 10,000 people in the CSAs served by Levindale Hospital range from 44.9 in Cross-Country Cheswolde to 128.2 for Pimlico – Arlington – Hilltop, nearly 29 percent higher than the Baltimore rate. Southern Park Heights has an all-cause mortality rate of 119.1 per 10,000 people.
- More than 50 percent of households in Southern Park Heights and 41 percent of households in Pimlico-Arlington-Hilltop have incomes less than $25,000. The city-wide percentage is 28.4.

Community and Stakeholder Involvement: The CHNA team used a multi-pronged approach to solicit input from the Baltimore community regarding their health needs. Data collection methodologies included surveys, stakeholder interviews, and focus groups. Focus groups and interviews included community leaders, associations, as well as expressed demographic groups – those with disabilities, re-entry residents, and Spanish-speaking employees.

Participants highlighted the following themes as **top health concerns**:

- High Blood Pressure, Diabetes, and High Cholesterol
- Mental Health and Illness, Depression, Loneliness
- Drug and Alcohol Addiction, Substance Abuse

The leading **social and environmental barriers** referenced were:

- Unemployment, Poverty, as well as Crime and Trash
- Lack of Transportation
- Safety across the community
- Lack of open space, recreation, and a sense of community

- Language barriers

A web-based and hardcopy survey instrument was distributed in 2020 to collect information from Baltimore City residents regarding their health and social needs. A total of 3,170 surveys were completed in the fall of 2020 across Baltimore City. Six hundred sixty-three of the respondents (21%) were from the Levindale service area.

The most important problems that affect the health of the community are:

- Alcohol/Drug addiction – 60 percent of respondents
- Mental Health (Depression/Anxiety) – 44 percent
- Diabetes/High Blood Sugar – 33 percent
- Heart Disease/Blood Pressure – 31 percent

The most important social/environmental problems that affect the health of the community are:

- Lack of Job Opportunities – 32 percent of respondents
- Housing/Homelessness – 29 percent
- Neighborhood Safety/Violence – 27 percent
- Limited Access to Healthy Foods – 22 percent

Levindale Hospital Identified Health Needs and Priorities

In 2018, Levindale Hospital identified and prioritized the following health needs in the community:
- Behavioral Health/Substance Abuse
- Behavioral Health and Housing
- Chronic Disease, Diabetes
- Chronic Disease, Cardiovascular
- Workforce Development
- Community Health Education
- Access to Insurance

In 2021, the seven needs (above) remained as **Identified Needs** of the community, and eight additional needs (in green boxes below) were added.

Identified Needs of Community Served

Behavioral Health Substance Abuse	Behavioral Health Housing	Chronic Condition, Cardiovascular	Chronic Condition, Diabetes

Workfoce Development	Community Health Education	Access to Insurance

Access to Physicians	Community Engagement	Mental Health and Depression	Coordination of Services Across Community
Access to Healthy Foods	Safety	Transportation	Language Barriers

The Levindale Hospital CEO and CHNA leadership met with representatives of the Levindale Hospital Board and Leadership on March 19, 2021 to review findings of the CHNA and to seek recommendations to prioritize the identified needs above. Following review of secondary and survey data, as well as findings of the stakeholder interviews and conducted focus groups, the participants were asked to select those identified needs for which there was **"High Need"** (significance and prevalence) and **"High Feasibility"** (ability to impact).

The following Identified Needs were selected as **Priorities** for Levindale Hospital and will be included in the 2021 – 2024 Implementation Plan:

1. Heart Disease
2. Mental Health, Depression and Substance Abuse
3. Diabetes
4. Community Health and Wellness Education
5. Food Insecurity
6. Housing

7. Community Safety

In addition, the leadership of Levindale Hospital recognizes the significant need to address health status imbalances among racial and minority groups and those impacted by longstanding social determinants of health. An eighth priority, Health Disparities, is intended to expand community relationships and extend coordinated services more closely to socio-economically impacted neighborhoods.

Levindale Hospital leadership anticipates the 2021 – 2024 Implementation Plan will address these needs in conjunction with both LifeBridge Health resources and with well-established community partners and organizations.

Levindale Hospital will also support the work of City agencies and collaborative organizations to address and advocate for solutions to additional Identified Needs not prioritized in its Implementation Plan.

2021 Community Health Needs Assessment

A community health needs assessment (CHNA) provides the foundation for improving and promoting the health of a community. Through the assessment process, Levindale Hebrew Geriatric Center and Hospital ("Levindale Hospital/Levindale") identifies and describes the health status of the community that it serves; any factors in the community that contribute to health challenges; and existing community assets and resources that can be mobilized to improve the health status of the community. The community health needs assessment, therefore, ensures that Levindale and partner resources are directed toward activities and interventions that address critical and timely community health needs. This Report documents the results of Levindale's CHNA for fiscal year 2021. This Report will inform Levindale's CHNA Implementation Strategy that will describe how Levindale Hospital plans to address prioritized health needs.

Federal CHNA Requirement

The Patient Protection and Affordable Care Act [§ 9007, 26 U.S.C. 501(c) (2010], (commonly referred to as "Obamacare") requires non-profit hospitals to conduct a community health needs assessment (CHNA) and adopt an implementation strategy (i.e., community health improvement plan (CHIP)) every 3 years to be considered a non-profit by the Internal Revenue Service (IRS). A CHNA defines the community a hospital serves, surveys the health of their community, and listens to their community members' opinions in order to decide what the greatest needs of their community are and what resources are available. An implementation strategy then describes how the hospital plans to address the greatest needs in their community.

A CHNA will only meet the requirements of the law if it:

(i)   Defines the community it serves.
(ii)   Assesses the health needs of that community.
(iii)   Reviews input from their community and local public health officials.
(iv)   Documents the CHNA in a written report (CHNA Report) that is adopted for the hospital by an authorized body of the hospital facility.
(v)   Makes the CHNA report widely available to the public.

1   Impact of Implementation Plan (2018 – 2020)

2018 LEVINDALE IMPLEMENTATION STRATEGY
Category: Health Concerns; *Prioritized Need:* Behavioral Health

In response to the continued prioritized need of Behavioral Health, the Office of Community Health Improvement implemented the Screening and Brief Intervention and

Referral to Treatment (SBIRT) protocol in Levindale Hospital's and Sinai Hospital's Emergency Department. The protocol is designed to work with patients who may have substance use disorder and provide some level of support and navigation for them before they leave the facility. Levindale and Sinai hospitals partnered with Mosaic to train support workers who provide the interventions and Emergency Department staff who complete the screening and treat the patient before referral. Since November of 2019, of the 43,342 ED registrations, 35,304 screenings were completed and 4,560 of those patients screened were positive for substance use. SBIRT staff completed 1,262 brief interventions, 286 referrals to treatment were made and 137 of the referral appointments made were kept.

Category: Health Concerns *Prioritized Need*: Chronic Disease, Diabetes

In response to the prioritized need of chronic disease, the Office of Community Health Improvement implemented the Diabetes Wellness Series. This education series offered education on the treatment strategies and self-management of Diabetes for patients and family members. Also included in the curriculum is information on pre-diabetes, medication management, food, physical activity and healthy lifestyle choices. We partnered with various community organizations, American Diabetes Association, Maryland Department of Health, Baltimore City Health Department, Sinai Hospital's Diabetes Resource Center, and many others. Through March 2020, there were 8 classes offered serving 66 people. 91% of attendees surveyed indicated that they would institute lifestyle changes and behavioral changes based on the information heard and received during events.

Category: Health Concerns *Prioritized Need*: Chronic Disease, Heart Disease

In response to the prioritized need of chronic disease, the Office of Community Health Improvement continued the Changing Hearts Program (through June 2019) to maintain and improve behavioral and biometric outcomes connected to heart disease. Various aspects of the program continued after June 2019 through March 2020. Components included but were not limited to providing on-going support to facilitate lifestyle change; improve quality of life, smoking status, healthy eating practices and physical activity. The program also held regular education sessions and shared materials to improve biometric elements such as blood pressure, fasting blood sugar, body mass index, and cholesterol levels. We partnered with many organizations throughout the communities including the American Heart Association, Baltimore City Health Department Cardiovascular Disparities Task Force, and the Park Heights Community Health Alliance. 69% of program participants presented with either pre-hypertension and either Stage One or Stage Two Hypertension as defined by the American Heart Association. Of those completing the program, 42% demonstrated an improvement in their blood pressure compared to the beginning measurement. 87% presented as overweight or

obese and after completing the program 14% had an improvement in their BMI compared to the beginning measurement. 71% of participants presented as pre-diabetic or diabetic according to their fasting blood glucose measurements. 21% demonstrated improvement in their fasting blood sugar upon completion of the program. 58% presented with cholesterol numbers that were above normal, with 18% of individuals demonstrating an improvement in cholesterol levels upon program completion. 93% of program participants reported making healthier lifestyle choices regarding diet, activity, communication with healthcare providers and smoking status (38% began smoking cessation programs). Upon conclusion of the Changing Hearts Program, in-person screening and risk assessment activities continued (June 2019-March 2020) serving 362 people during which time 96% committed to and/or reported making healthier lifestyle choices based on the results of their assessment and education provided.

Category: Access to Health Care *Prioritized Need*: Health Education/Knowledge of Available Resources

In response to the prioritized need of health education and the knowledge of available resources the Office of Community Health Improvement increased staff to expand reach into surrounding communities. The addition of the Community Pastoral Outreach Coordinator and an additional Health Educator allowed for the increase in health events and expansion of topics. In addition to illness and prevention related topics, information was added on the connection between faith and health; and the inclusion of more information on community resources facilitated more access. Staff hours for workshops (health fairs and other events through March 2020), increased by 261% compared to the previous fiscal year. The overall number of people receiving health education increased by 18.7% (including a 22% increase in the faith-based partners) compared to the previous fiscal year. Coalition building saw an increase of 7.5% as our Community Pastoral Outreach Coordinator provided more outreach to our surrounding faith communities.

Category: Access to Health Care *Prioritized Need*: Medical Insurance

Access to health care impacts our overall physical, social, and mental health status and quality of life. Health insurance coverage helps patients enter the health care system. Uninsured or underinsured individuals are more likely to delay healthcare and to go without the necessary healthcare or medication they should have been prescribed. Training staff to assist patients with navigating and applying for Medicaid health insurance has been the focus of one Community Health Worker's work. In the past 2.5 years, approximately 700 patients have received assistance with new applications, renewal applications or referrals to other insurance services. During the second half of 2020, 60% of those in need of insurance have become insured. Those who have not

been eligible for Medicaid due to income requirements, citizen requirements or eligibility for other insurance have been referred to other resources.

2   Overview of Levindale Hospital and the LifeBridge Health System

Levindale Hebrew Geriatric Center and Hospital was founded in Baltimore City in 1890 as the Hebrew Friendly Inn and Aged Home, giving temporary shelter to the waves of incoming Jewish immigrants fleeing persecution in Europe.

In 1927, the residents of the Hebrew Friendly Inn and Aged Home moved to a 22-acre lot at Greenspring and Belvedere Avenues in Baltimore, the former home of the Jewish Children's Society orphanage. The facility was renamed Levindale, in honor of Louis Levin, secretary of the Children's Society and first Executive Director of the Associated Jewish Charities.

Today, Levindale has evolved into a 330- licensed-bed facility. Levindale's geriatric center includes 126 comprehensive care (long-term care) beds, 35 sub-acute beds, 28 dementia care beds and a 21-bed respiratory care unit. The Specialty Hospital at Levindale consists of a 40-bed high intensity care unit and an 80-bed behavioral health unit.

Levindale also has two adult medical day centers; an outpatient mental health clinic and a geriatric partial day hospital program. As a multi-denominational geriatric hospital and long-term care facility, Levindale offers a complete range of quality health care programs for the elderly and disabled. In 2000, Levindale became the first registered Eden Alternative facility in Maryland. The Eden Alternative philosophy focuses on the joys of life for the elders who live here and the employees who work here. The goal is to eliminate loneliness, helplessness and boredom from the daily lives of Levindale residents through special programming incorporating gardening, pet visits and activities with area children.

Levindale Hospital is a member of the LifeBridge Health system, which was formed in 1998 by the merger between Sinai Health System, Inc., that included Sinai and Levindale Hebrew Geriatric Center and Hospital, and Northwest Health System, Inc. A fourth hospital, Carroll County Health Services Corporation, joined the LifeBridge Health system in April 2015.

3   CHNA Approach and Methodology

Levindale used a work group ("team") to complete the CHNA to ensure that the CHNA was conducted in a way that best identifies the health needs of its service area and meets the IRS CHNA requirements for not-for-profit hospitals.

The CHNA team, which had representation from the Population Health department partnered with health systems across Baltimore City in dissemination of a community survey as well as stakeholder interviews and focus groups. (The list of team members can be found in Appendix A).

As part of the CHNA methodology to identify community health needs, the team collected and analyzed both qualitative and quantitative data via community input and review of secondary data sources. Quantitative data was provided by the Baltimore City Health Department as well as Baltimore Neighborhood Indicators Alliance – Jacob Francis Institute (BNIA), and the Center for Disease Control.

The CHNA team used a multi-pronged approach to solicit input from the community across the service area regarding their health needs. Qualitative data collection methodologies included stakeholder interviews, focus groups, and a survey. In addition to soliciting public input via social media the CHNA team contacted community partners and association leaders, faith organizations as well as senior housing facilities in the service area.

All data collection efforts were significantly impaired by the COVID-19 virus. Health Department officials were focused on pandemic virus responses and unable to update the 2017 Baltimore Neighborhood Health Profile Reports. Availability of staff for interviews was limited. Outreach to potential participants was substantially constrained and limited to electronic venues and materials.

Methods were based on the intended target audience and information needs. The chart below shows the data collection method used to meet CHNA requirements.

CHNA Requirement and Data Collection Methodology

CHNA Requirement	Data Collection Methodology
Secondary Data sources reflecting health and social conditions of the community served.	• Baltimore City Health Dept; Baltimore Neighborhood Indicators Alliance; CDC
At least one state, local, tribal, or regional governmental public health department (or equivalent department or agency), or a State Office of Rural Health with knowledge, information, or expertise relevant to the health needs of that community;	• Collaborative stakeholder Interviews
Members of medically underserved, low-income, and minority populations in the community, or individuals or organizations serving or representing the interests of such populations;	• Stakeholder Interviews • Survey • Focus Groups
Input received from a broad range of persons located in or serving its community including but not limited to health care consumers and consumer advocates, nonprofit and community-based organizations, academic experts, local government officials, local school districts, health care providers, and community health centers, health insurance and managed care organizations, private businesses and labor and workforce representatives.	• Survey • Focus Groups

4 Description of the Community Served

Levindale Hospital is located in the northwest quadrant of Baltimore City, serving both its immediate neighbors and others throughout the Baltimore City and Baltimore County. The community served by Levindale Hospital can be defined by its Primary Service Area (PSA) and geographically represents the zip codes immediately surrounding Levindale Hospital. Listed in order from largest to smallest number of discharges for fiscal year 2020, Levindale Hospital's CHNA service area includes the following zip codes: 21215, 21207, 21117, 21216, 21208, and 21209. (represented by the red and purple areas of the map (Appendix B).

More specifically, the PSA is comprised of the following Community Statistical Areas ("CSAs") – Cross-Country/Cheswolde, Dorchester/Ashburton, Glen-Falstaff, Howard Park/West Arlington, Mount Washington/Coldspring, Pimlico/Arlington/Hilltop, and

Southern Park Heights. These CSAs overlap with the zip codes from which the top 53% of 2020 total patient discharges originate.

The table below provides comparative Demographic information across the Levindale Hospital service area, the City of Baltimore, and those from the Levindale service area who participated in the 2020 survey.

Demographic Highlights

Category	Levindale Hospital Service Area	Baltimore City, US Census Bureau 2019	2020 Survey Respondents from Service Area
Population	2010 Census: 253,870 2016 Census: 261,160 2020 Estimate: 251,771	2019: 593,490	663
Gender	Female: 54% Male: 46%	Female: 53% Male: 47%	Female: 66% Male: 31% Transgender: 1%
Race	Black/African American: 63% White: 31% Asian: 4.1% Multiple Races: 2.3%	Black/AA: 62.7% White: 31.8% Asian: 2.7% Multiple Races: 2.2%	Black/AA: 78% White: 14% Asian: 1% Multiple Races: 1%
Ethnicity	Hispanic/Latinx: 4.7%	Hispanic/Latinx: 5.7%	Hispanic/Latinx: 4.5%
Age	Under 18: 22.3% 18 to 64: 59.7% 65 and Older: 18.0%	Under 18: 20.2% 18 to 64: 65.3% 65 and Older: 14.5%	Under 18: N/A 18 to 64: 75% 65 and Older: 25%
Uninsured		7.4%	11%
Education	Non-HS grad: 10.4% High School grad: 52.6% Bachelors+: 37.0%	Non-HS grad: 14.8% High School grad: 53.3% Bachelors+: 31.9%	Were not asked

Baltimore City is comprised of 593,490 people (US Census Bureau, July 2019 estimate), of which 251,771 (42.4%) live in the Levindale service area.   The demographics of service area commonly reflect Baltimore City as a whole for age, ethnicity, race, and gender. With respect to education, residents of the service area

have attained higher education levels than the City's population collectively. A discussion of the demographics of Survey respondents is incorporated in the Qualitative findings section.

5   Qualitative Findings

Survey

A web-based and hardcopy survey instrument was distributed in 2020 to collect information from Baltimore City residents regarding their health and social needs. The survey consisted of 14 questions (both open and closed ended) covering the following categories (number of questions):

- Demographics (5),
- Health problems (1),
- Social and Environmental problems (1),
- Mental Health (1),
- Access to Health Insurance and Barrier to Healthcare Access (2),
- Impact of COVID-19 (3), and
- Suggestions for Improving the Health of the Community (1).

A total of 3,170 surveys were completed in the fall of 2020 across the Baltimore City. Six hundred sixty-three of the respondents (21%) were from the Levindale service area.

While females represented 63% of the respondents overall, in the Levindale service area they represented 66% of those who completed the survey. The proportion of respondents from within the Levindale service area under the age of 50 was 41% versus 47% for the whole survey participants. Seven percent of respondents were 75 years or older from the Levindale zip codes compared to 5.7% of all respondents.

A larger percentage of African-Americans (78% vs. 61% overall) in the Levindale service area took the survey and a slightly greater percentage (5% vs. 4%) considered themselves Hispanic. A slightly lower percentage (86% vs 90.6% overall) indicated they had health insurance.

While 43% of Levindale area respondents reported zero (0) days of the past 30 days in which their mental health was not good (compared to 28% of all who took the survey), as the subsequent question and response demonstrate, Mental Health is secondly only to Alcohol and Drug addiction as the most important health problem for the health of the community. Within the Levindale service area, Mental Health is a more significant concern for survey respondents than for survey respondents across the city.

What are the three most important health problems that affect the health of your community? Please check only three.	Number of Levindale area Respondents	Percent of total Levindale area Respondents	% of City-Wide Respondents
Alcohol/Drug Addiction	396	60%	63%
Mental Health (Depression/Anxiety)	295	44%	36%
Diabetes/High Blood Sugar	221	33%	34%
Heart Disease/Blood Pressure	208	31%	34%
Smoking/Tobacco Use	152	23%	18%
Cancer	111	17%	18%

Across the Levindale service area, and consistent with all respondents in the City survey, the three most important social / environmental problems affecting the health of the community are Lack of Job Opportunities, Housing and Homelessness, as well as Neighborhood Safety and Violence. Among respondents, Neighborhood Safety and Access to Healthy Foods are of more concern in the hospital's service area than the City as a whole.

What are the three most important social/environmental problems that affect the health of your community? Please check only three.	Number of Levindale area Respondents	Percent of total Levindale area Respondents	% of City-Wide Respondents
Lack of Job Opportunities	215	32%	32%
Housing/Homelessness	189	29%	30%
Neighborhood Safety/Violence	177	27%	25%
Limited Access to Healthy Foods	143	22%	19%
Availability/Access to Doctor's Office	122	18%	19%

The top three reasons residents in the community do not get health care are linked to the cost of health care, a lack of insurance, and/or a lack of transportation. The responses of those in the Levindale service area are similar, though to a lesser extent, to those across the whole City.

What are the three most important reasons people in your community do not get health care? Please check only three.	Number of Levindale area Respondents	Percent of total Levindale area Respondents	% of City-Wide Respondents
Cost - Too Expensive/Can't Pay	409	62%	69%
No Insurance	346	52%	56%
Lack of Transportation	188	28%	27%

The impact of COVID-19 on residents is reflected in a variety of significant needs. Food assistance, and financial assistance were identified as needs by more than one-third of respondents in the Levindale service area. Energy and rental assistance were listed by 18 percent of Levindale respondents. All four needs exceeded the percent of respondents city-wide who referenced these types of assistance.

As a result of COVID-19, have you needed any of the following? (Check all that apply)	Number of Levindale area Respondents	Percent of total Levindale area Respondents	% City-Wide Respondents
Food Assistance	280	44%	32%
Financial Assistance	233	37%	30%
None	231	36%	49%
Energy Assistance	117	18%	15%
Rental Assistance	114	18%	13%
WiFi/Internet Assistance	84	13%	10%
Housing/Shelter	70	11%	7%
Child Care	62	10%	7%
Translation/Interpretation Services	19	3%	2%

When asked "What ideas or suggestions do you have to improve the health in your community?", respondents from the Levindale Hospital service area spoken to the following themes:

- **Health** - Universal healthcare, affordable insurance, equity and access, mental health resources, and better quality care;
- **Community** - More community investment and resources, outreach and rehabilitation across the community, cleanliness, and safety;
- **Economy** - Opportunities for people, less socio-economic discrimination; and
- **Nutrition** - Access to healthier foods, more affordable fresh foods.

Focus Groups and Stakeholder Interviews

In addition, Levindale and its companion LifeBridge Health facilities conducted focus groups as well as conversations with key stakeholders within the primary service areas. Representatives included community leaders, associations, as well as expressed demographic groups – those with disabilities, re-entry residents, and Spanish-speaking employees. Four stakeholder interviews and four focus groups were conducted between August 2020 and November 2020. The stakeholders were selected because they had special knowledge of or expertise in public health or represented the broad interest of the community served by Levindale, including the interests of medically underserved, low-income and minority populations with chronic disease needs.

The conversations asked the following questions:

1. What are the top health concerns in your community?
    a) Pre-COVID?
2. What are the top social/environmental barriers in your community?
3. What are the top reasons people in your community don't access healthcare?
4. As a result of COVID-19, what barriers have emerged or gotten worse in your community?
5. What ideas or suggestions do you have to improve the health and or healthcare system in your community?

Participants highlighted the following themes as **top health concerns:**

- High Blood Pressure, Diabetes, and High Cholesterol
- Mental Health and Illness, Depression, Loneliness
- Drug and Alcohol Addiction, Substance Abuse
- Additional concerns included Nutrition, Wellness, Cancer, HIV/AIDS, and stroke.

The leading **social and environmental barriers** referenced were:

- Unemployment, Poverty, as well as Crime and Trash
- Lack of Transportation
- Safety across the community
- Lack of open space, recreation, and a sense of community
- Language barriers

The top reasons for not accessing healthcare services included:

- Lack of Insurance, and underlying lack of funds
- A distrust in the healthcare system and corresponding misinformation and perceived discrimination
- Delays in receiving care, more timely care needed
- Lack of education
- Lack of transportation and distance from doctors

Increased barriers as a result of COVID-19 include:

- Food insecurity and access to grocery stores
- General fearfulness, safety, depression, loneliness and mental health
- Housing security
- Domestic violence
- Transportation and resources for Spanish speaking populations

Suggestions made to improve health or healthcare systems were:

- More engagement with the community; expand beyond social media
- Establishment of care coaches/coordinators to help patients navigate health care and services needed
- Services for new families, parenting classes
- Language resources
- Attention to senior wellness, prostate screenings.

A complete summary of the individual interviews and focus groups conducted can be found in Appendix C.

6 Secondary Data Analysis

Health Outcomes

As in 2018, the following CSAs were selected by **Levindale Hospital** to be included in this CHNA quantitative profile: Cross-Country/Cheswolde, Dorchester/Ashburton, Glen-Falstaff, Howard Park/West Arlington, Mt. Washington/Coldspring, Pimlico/Arlington/Hilltop, Southern Park Heights.

Life Expectancy: For 2018, the most recently reported data indicates that the overall life expectancy at birth in Baltimore City was 72.7 years. In the Levindale service area, the Pimlico/Arlington/Hilltop and Southern Heights CSAs have life expectancies below the City-wide life expectancy. The remaining CSAs all exceed City-wide life expectancy.

Life expectancy at birth by Levindale CSAs, and Baltimore City

Community Statistical Area (CSA)	Life expectancy at birth, in years
Cross-Country/Cheswolde	84.7
Dorchester/Ashburton	72.0
Glen-Falstaff	76.7
Howard Park/West Arlington	74.7
Mt. Washington/Coldspring	79.9
Pimlico/Arlington/Hilltop	67.1
Southern Park Heights	68.9
Baltimore City	**72.7**

Source - Baltimore Neighborhood Indicators Alliance – Jacob France Institute

In the 2018 CHNA, several important data indicators were provided by the Baltimore City Health Department through their 2017 Neighborhood Health Profile Reports. The City Health Department has not issued new Reports since 2017. These important health and social indicators are included in this CHNA for their continued significance in reflecting the health status of the Levindale Hospital service area.

Mortality Rate: The all-cause age-adjusted mortality rate in Baltimore City is 99.5 per 10,000 residents. The CSAs served by Levindale Hospital range from 44.9 in Cross-Country Cheswolde to 128.2 for Pimlico/Arlington/Hilltop. The top causes of death in Baltimore City are due to heart disease, cancer, stroke, and drug-and/or alcohol-related. Maps for All-Causes Mortality and Drug/Alcohol Mortality can be found in Appendix D and E.

The number of homicides that occurred per 10,000 residents (all ages) per year in Baltimore City is 3.9. Homicide mortality rate is also a large health disparity in the Levindale service area with age-adjusted mortality rates as high as 9.3 (Pimlico/Arlington/Hilltop).

All-cause mortality, Homicide, and Drug/Alcohol Rate by CSAs in Levindale Service Area, and Baltimore City

Community Statistical Area (CSA)	All Causes Mortality Rate	Homicide Mortality Rate	Drug/Alcohol Mortality Rate
Cross-Country/Cheswolde	44.9	0.3	1.4
Dorchester/Ashburton	101.7	5.6	3.7
Glen-Falstaff	70.2	2.7	2.4
Howard Park/West Arlington	89.9	1.9	4.1
Mt. Washington/Coldspring	65.8	0.6	3.5
Pimlico/Arlington/Hilltop	128.2	9.3	5.6
Southern Park Heights	119.1	5.6	7.0
Baltimore City	**99.5**	**3.9**	**4.4**

Data from BCHD Neighborhood Health Profile Reports 2017.

Heart Disease, Cancer, HIV/AIDS: Deaths (per 10,000 lives) due to Heart Disease for three of the CSAs in Levindale's service area exceed the City-wide rate of 24.4. HIV/AIDS in Pimlico/Arlington/Hilltop (3.5) is almost twice the percentage in Baltimore City (1.8).

Percentage of Deaths due to Heart Disease, Cancer, and HIV/AIDS by CSAs, Levindale Service Area and Baltimore City

Community Statistical Area (CSA)	Deaths due to Heart Disease	Deaths due to Cancer	Deaths due to HIV/AIDS
Cross-Country/Cheswolde	11.5	11.5	0.4
Dorchester/Ashburton	22.8	19.9	2.6
Glen-Falstaff	19.6	13.7	0.6
Howard Park/West Arlington	29.0	23.4	1.3
Mt. Washington/Coldspring	24.0	17.1	0.0
Pimlico/Arlington/Hilltop	34.3	27.2	3.5
Southern Park Heights	29.4	29.1	2.2
Baltimore City	24.4	21.2	1.8

*Data from BCHD Neighborhood Health Profile Reports 2017.

Other Health Issues: For Infant Mortality and Teen Birth (15-19 years old) rates, the 2017 BCHD Neighborhood Health Profile Reports relies on 2011-2014 data. At that time, the Baltimore City infant mortality rate per 10,000 residents was 10.4 and the teen birth rate per 1,000 teens was 42.3. The corresponding Maryland state-wide rates for 2018 (per CDC) were 6.8 infant mortality and 14.1 teen births.

For the Levindale Hospital service area, four of the CSAs have infant mortality rates below both the City of Baltimore as well as Maryland state rates. Pimlico/Arlington/Hilltop and Southern Park Heights, however, had infant mortality rates of 20.0 and 15.5 respectively. Both these neighborhoods with teen birth rates of 55.4

for Pimlico/Arlington/Hilltop and 57.0 for Southern Park Heights also significantly exceeded the Baltimore City and state of Maryland teen birth rates.

Social and Economic Factors

Percent of Households Earning Less Than $25,000: This indicator reflects potential for economic stress and capacity for achieving and maintaining good health. In Southern Park Heights more than 50% of households earning less than $25,000 suggesting limited economic security across the community. Three of the Levindale CSA have a greater proportion of their population earning less than $25,000 than the City as a whole.

Percentage of Households earning less than $25,000 in Levindale CSAs, and Baltimore City
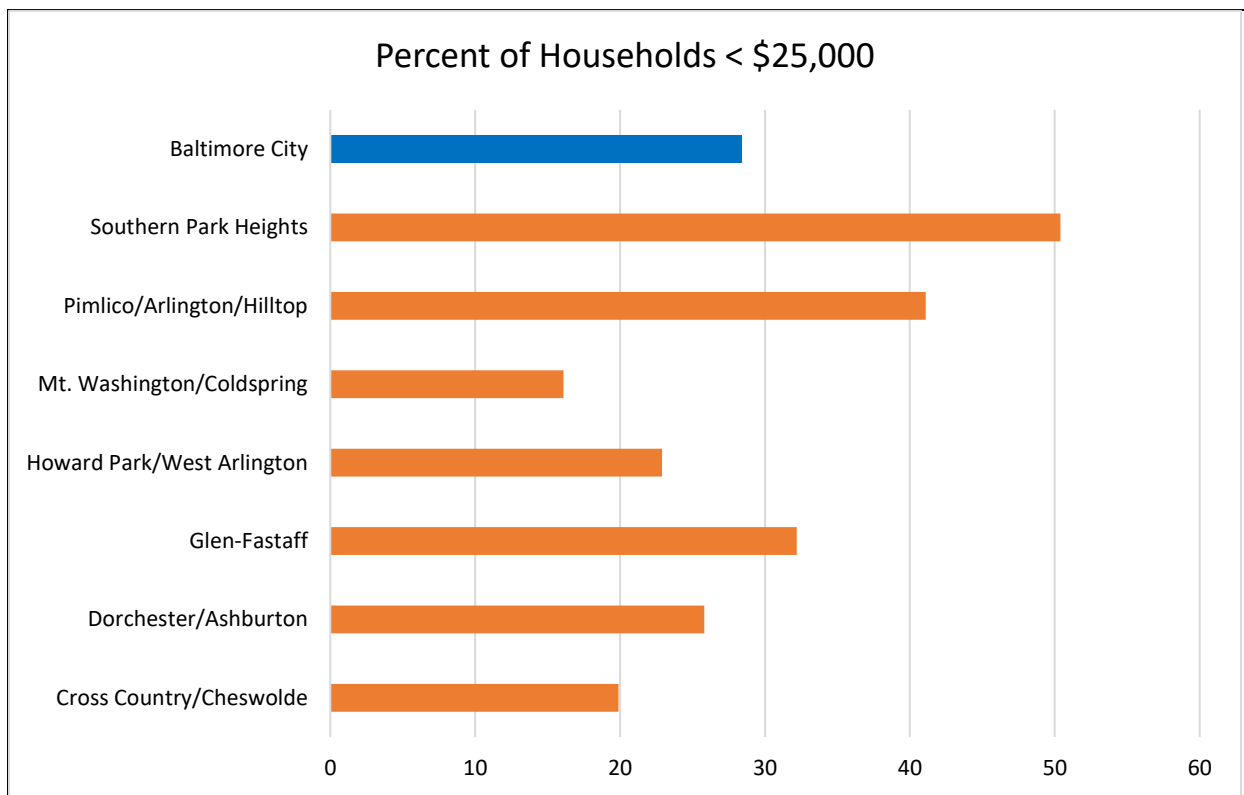
Percent of Households < $25,000

Baltimore City	≈28.5
Southern Park Heights	≈50.5
Pimlico/Arlington/Hilltop	≈41
Mt. Washington/Coldspring	≈16
Howard Park/West Arlington	≈23
Glen-Fastaff	≈32
Dorchester/Ashburton	≈26
Cross Country/Cheswolde	≈20

(x-axis: 0, 10, 20, 30, 40, 50, 60)

Violent Crimes: Violent crimes involve homicide, rape, aggravated assault, and robbery reported to the police department. The violent crime rate varies across the Levindale service area from 1.8 crimes per 1,000 residents in Cross-Country/Cheswolde CSA to 19.5 crimes per 1,000 residents in Pimlico/Arlington/Hilltop CSA. The Baltimore City rate is 18.8 crimes per 1,000 residents.

Violent Crimes per 1,000 residents by CSAs in Levindale service area, and Baltimore City
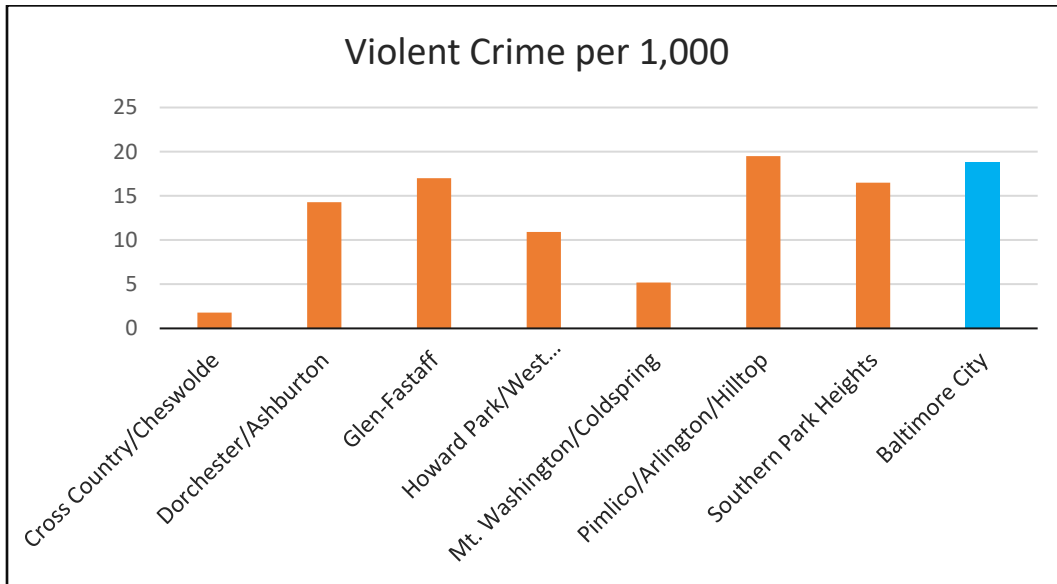
Violent Crime per 1,000

Hardship Index

Hardship Index: The Hardship Index is a measure of combined socioeconomic factors that include income, education, unemployment, poverty, crowded housing, and dependency (persons aged less than 18 years and 65+ years). As a multi-factor measurement, the Hardship Index more substantially reflects the wider context and varied dimensions of a community's overall health.

The Index has a range from 0 to 100, where a higher score reflects greater hardship across the community. In Baltimore City, the Hardship Index is 51. The CSAs in the Levindale Service Area have a Hardship Index ranging from 23 to 73. Southern Park Heights has the highest (worst) score of 73. Five of the CSAs have Hardship Index scores that exceed the City-wide Index score.

Hardship Index by CSAs in the Levindale service area, and Baltimore City

Community Statistical Area (CSA)	Hardship Index
Cross-Country/Cheswolde	37
Dorchester/Ashburton	61
Glen-Falstaff	63
Howard Park/West Arlington	55
Mt. Washington/Coldspring	23
Pimlico/Arlington/Hilltop	61
Southern Park Heights	73
Baltimore City	**51**

*Data from BCHD Neighborhood Health Profile Reports 2017.

7 Levindale Hospital Identified Health Needs and Priorities

In 2018, Levindale Hospital identified and prioritized the following health needs in the community:
- Behavioral Health/Substance Abuse
- Behavioral Health and Housing
- Chronic Disease, Diabetes
- Chronic Disease, Cardiovascular
- Workforce Development
- Community Health Education
- Access to Insurance

In 2021, the seven needs (above) remained as **Identified Needs** of the community, and eight additional needs (in green boxes below) were added.

Identified Needs of Community Served

Behavioral Health Substance Abuse	Behavioral Health Housing	Chronic Condition, Cardiovascular	Chronic Condition, Diabetes
	Workfoce Development	Community Health Education	Access to Insurance
Access to Physicians	Community Engagement	Mental Health and Depression	Coordination of Services Across Community
Access to Healthy Foods	Safety	Transportation	Language Barriers
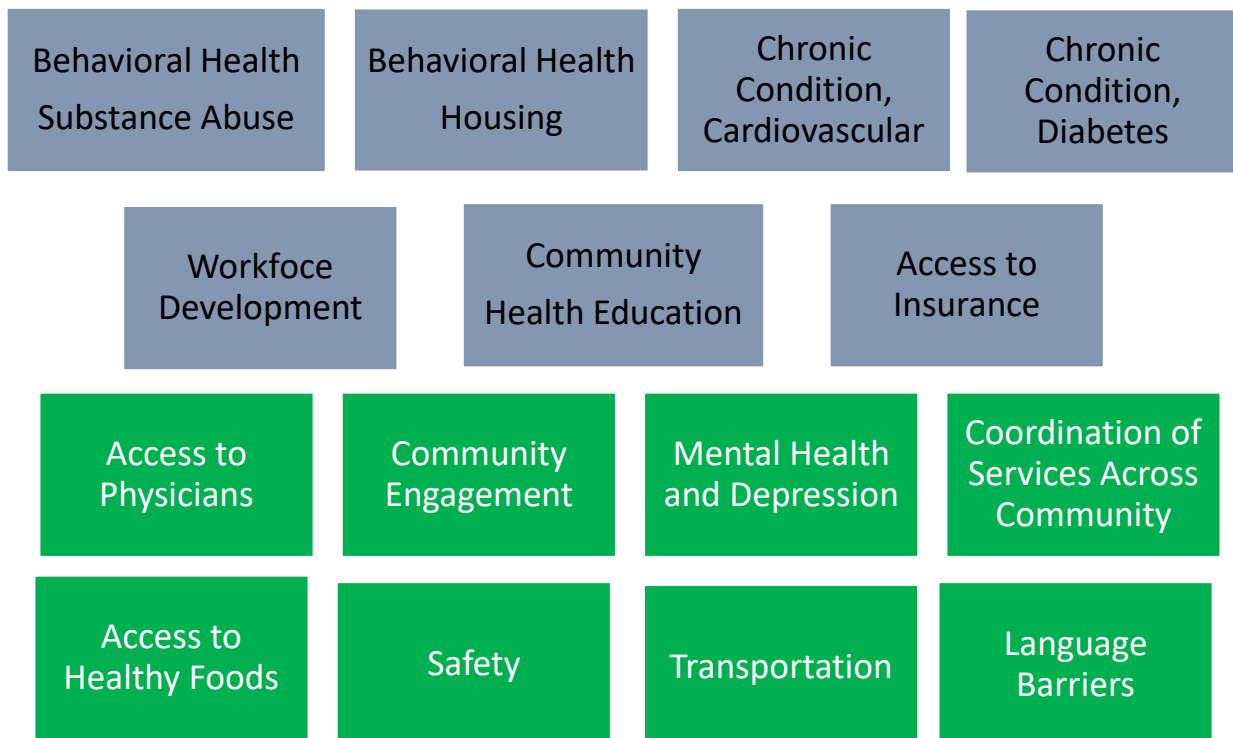
7.1 Prioritization Process and Criteria Used to Prioritize Needs

The Levindale Hospital CEO and CHNA leadership met with representatives of the Levindale Board and Leadership on March 19, 2021, to review findings of the CHNA and to seek recommendations to prioritize the identified needs above. Following review of secondary and survey data, as well as findings of the stakeholder interviews and conducted focus groups, the participants were asked to select those identified needs for which there was **"High Need"** (significance and prevalence) and **"High Feasibility"** (ability to impact).

For the above **Criteria** participants indicated on a scale of 1 to 6, where 1 indicated little Significance/Prevalence or Ability to Impact and 6 indicated a high Significance/Prevalence or Ability to Impact, those Needs which should be strongly considered for Prioritization. These two polling questions reflected the following underlying considerations:
- Supported by Community Service Area data;
- Consistent with Public Health and health expert input of Baltimore City;
- In support of benefitting a significant population of the community;
- In consideration of 2020 community survey results;
- In support of continuity and progress made by the 2018 Implementation Plan;
- Consistent with the capacities and resources of the hospital.

7.2 Priorities for 2021 - 2024

The following **Identified Needs were selected as Priorities** for Levindale Hospital and will be included in the 2021 – 2024 Implementation Plan:

1. Heart Disease
2. Mental Health and Depression/Substance Abuse
3. Community Health and Wellness Education
4. Diabetes
5. Health Disparities
6. Housing
7. Food Insecurity
8. Community Safety

8 Needs not addressed by Implementation Plan

The following needs were identified either as priorities by populations or conversations, but ultimately were not chosen priorities for implementation as the hospital does not have sufficient resources or other organizations are more capable of meeting the need.

Lack of transportation: Lack of transportation arose in the surveys as an important reason for why people do not get health care. Through the Care Management Department and other programs that work with people in the community, transportation funding is provided for many patients who need help in getting to their doctors' appointments. Since patients and clients are served well by these resources, this concern was not prioritized for further investment.

Access to Insurance: Levindale Hospital provides sign-up assistance to patients without insurance when they present at the hospital. A staffer person oversees this function.

Workforce Development: Levindale Hospital refers residents and patients without employment to partner organizations, particularly Bon Secours CommunityWorks in south and west Baltimore, to address this pressing social need. Sinai Hospital also supports various agencies in addressing underlying factors, e.g., financial literacy and education to mitigate conditions of poverty.

Access to Physicians: A system-wide effort has been developed since the 2018 CHNA to address needs of various patients. Specialists are readily identified, and referrals are appropriately made. Departments and team members continue in efforts to reduce appointment wait times for health care services lacking community capacity such as mental health therapy.

Coordination across services: Since the last CHNA Levindale Hospital departments, including social services and care management, have worked more closely both internally as well as with community resources to enable patients to access necessary and valuable resources in as timely a manner as possible. Inclusion of social resources in coordination is intended to reduce reoccurrence of acute health episodes that require hospitalizations.

Language barriers: Levindale Hospital has interpretive services available and signs in multiple languages are posted in ER as well as in hard copy forms in the welcome packet patients receive. Forms are available in Spanish as well as other languages, e.g., Russian. Consent forms are translated into several languages as well.

Appendices

Appendix A – CHNA Team

- Dorothy Fox
- Regina Merritt
- Michelle Berkley-Brown
- Rhonda Williams
- Karen Jarrell
- Dan Meltzer
- Kurt Sommer
- Terrie Dashiell
- David Baker
- Sharon McClernan
- Dr. Susan Mani

Appendix B – Map of Levindale Hospital Service Area

Sinai Hospital is located within the red and purple primary service areas.
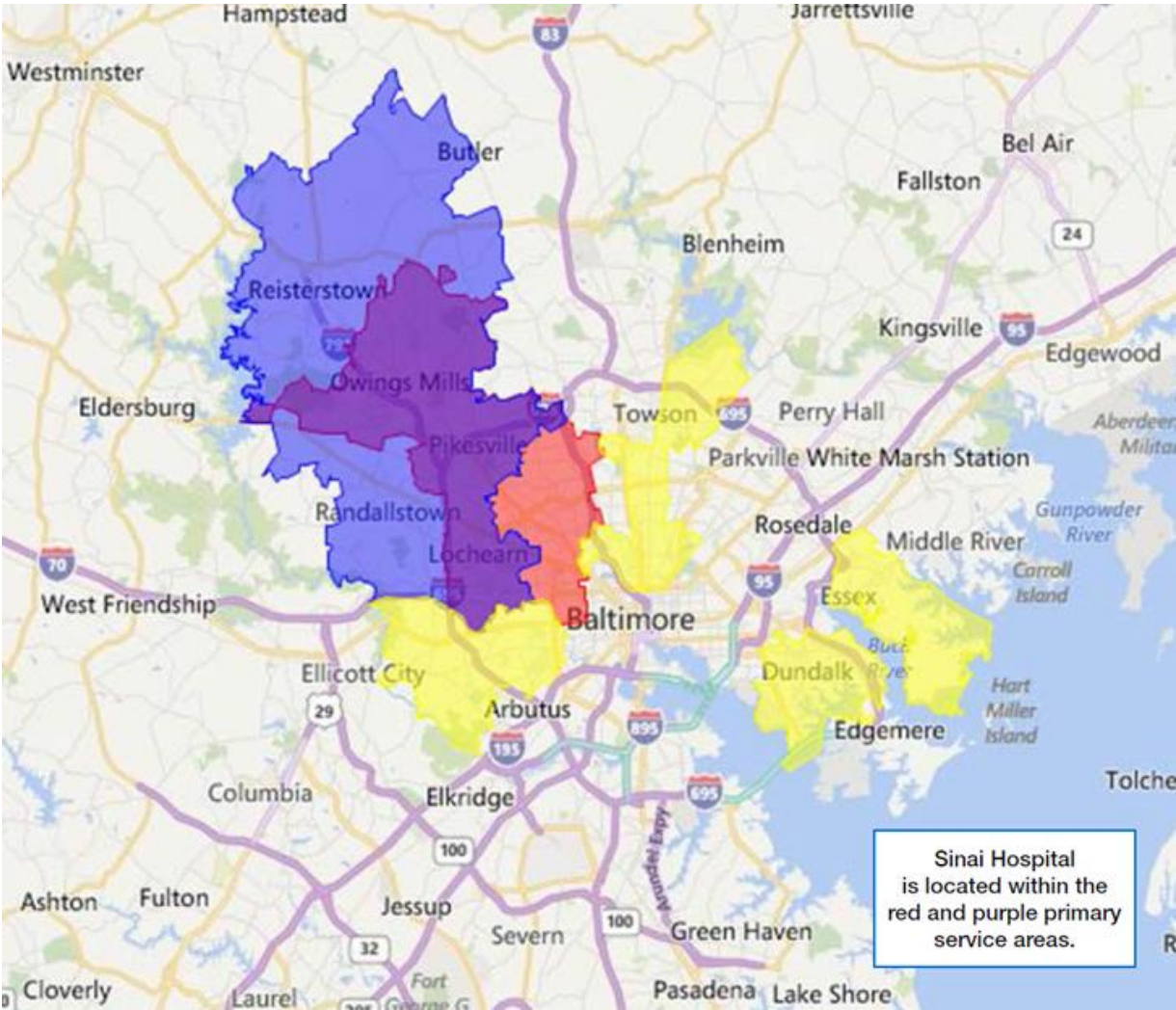
Appendix C –

Report on Focus Groups and Stakeholder Interviews

Questions asked:

2. What are the top health concerns in your community?
   b) Pre-COVID?
4. What are the top social/environmental barriers in your community?
5. What are the top reasons people in your community don't access healthcare?
5. As a result of COVID-19, what barriers have emerged or gotten worse in your community?
6. What ideas or suggestions do you have to improve the health and or healthcare systemin your community?

8/11/2020 Focus Group: Baltimore City Parks and Recreation-Older Adults (8 participants – frequent Sinai, Levindale, Grace, and Northwest hospitals) Participants came from both Baltimore City and Baltimore County.

Top health concerns: High Blood pressure, diabetes, mental illness, high cholesterol, drug addiction, depression, loneliness

Top social/environmental: Depression, loneliness, unemployment, crime, poverty,

Why people don't access healthcare: Transportation, lack of education, doctors are too far, lack of money to pay for care.

COVID Barriers/Concerns: Food insecurity and lack of transportation were heavily discussed. They haven't been able to do as much or get the necessary supplies. Increased loneliness.

Suggestions: Hospitals should provide transportation to appointments and getting their medications.

8/26/2020 Stakeholder: Aaron Plymouth-Stevenswood Community Association (Northwest)

Top health concerns: Obesity, Wellness, Mental, Hypertension, Strokes, Renal failure.

Top social/environmental: Transportation, Food/Nutrition/access to grocery stores, risks of falling (lack of handrails, ramps, etc.)

Why people don't access healthcare: Insurance, fear of bad news, COVID fears (masks, handwashing, etc.), crossing busy streets and handicap ramps for sidewalks to walk to the hospital.

COVID Barriers/Concerns: COVID fears (masks, handwashing, etc.)

Suggestions: Better emphasis on wellness for seniors, prostate screenings/education/etc.

8/27/2029 Stakeholder: Gail Edmonds-Member of Central Baptist Church and former Resident of the same neighborhood (Grace)

Top health concerns: Diabetes, high blood pressure, drug addiction, alcoholism.

Top social/environmental: Poverty, unemployment, access to healthcare, education, early childhood programming and childcare.

Why people don't access healthcare: Lack of trust in the healthcare system.

COVID Barriers/Concerns: Increased unemployment; housing, education, and employment systemic barriers that have continued and were exacerbated; the increase of crime.

Suggestions: Providing stable service to families from birth to they leave (nutrition, advice, etc.) this includes wraparound services that includes assistance to single parents, parenting classes, etc.

9/21/2020 Focus Group-League of People with Disabilities (13 participants; Citywide) Participants also came from all over the city as well as a few county residents.

Top health concerns: COVID, high blood pressure, diabetes.

Top social/environmental: Accessibility, violence, device repairs that take a long time, transportation, MTA Mobility (late or treated badly).

Why people don't access healthcare: Transportation, length of time to get equipment from insurance/doctors, referral issues, lack of financial means for things outside of insurance, complicated systems.

COVID Barriers/Concerns: Transportation (underlying issues and being removed from spaces due to fear), depression and anxiety have increased, loneliness and decrease in social access.

Suggestions: Hospitals streamlining insurance/equipment suppliers/referrals; having a program that would cover the cost that insurance does not cover.

9/3/2020 Stakeholder: Pastor Terrye Moore-Senior Pastor of New Solid Rock Fellowship Church and Executive Director North West Faith Based Partnership (Sinai/Levindale Hospital)

Top health concerns: Mental health, high blood pressure, diabetes, HIV/AIDS, substance abuse.

Top social/environmental: Trash; lack of community; not enough clean, open space, safe; crime/violence.

Why people don't access healthcare: Lack of insurance, fear of being underserved without insurance, distrust of the medical community, negative outlook on life (won't live very long).

COVID Barriers/Concerns: Isolation, depression, domestic violence, mental health challenges.

Suggestions: Streamline healthcare so all treatment was equitable and accessible.

9/10/2020 Stakeholder: Tony Bayesmore-Rolling Oaks Community Association (Baltimore County/Northwest)

Top health concerns: COVID, obesity, high blood pressure, diabetes, cancer, and heart issues.

Top social/environmental: Lack of community centers, safe spaces, and green spaces.

Why people don't access healthcare: Culture and history (distrust of medical professionals); lack of personal relationships with health professionals, access to healthcare/insurance.

COVID Barriers/Concerns: Heightened vulnerability/sense of safety to go outside and go to the doctor now.

Suggestions: Make a concerted effort to be a part of the community where the hospital sits.

9/18/2020 Focus Group: Re-Entry Bon Secours Community Works (3 participants, Grace) located in West Baltimore and all participants come from West and Southwest Baltimore

Top health concerns: COVID, diabetes, alcoholism, substance abuse, obesity, lack of good nutrition.

Top social/environmental: Unemployment, domestic violence, child abuse, lack of resources, lack of insurance, gun violence, lack of recreation facilities.

Why people don't access healthcare: Health insurance, racism, access to doctors, money, substance abuse, misinformation.

COVID Barriers/Concerns: Unemployment, hunger, further distrust of healthcare/law enforcement, depression, anxiety.

Suggestions: Create a friendly open environment, treat people with dignity, be more relatable.

11/20/2020 Focus Group-Spanish-Speaking, LifeBridge Health Hispanic Latino Employee Network (3 participants)

Top health concerns: COVID, mental health, access to preventative medicine.

Top social/environmental: Language barriers, lack of trust to share information, adequate housing and family support, safety, food access, lack of resources for Spanish speaking people.

Why people don't access healthcare: Religious beliefs, lack of interpreters, insurance, lack of financial resources, lack of connection, lack of education of rights, transportation.

COVID Barriers/Concerns: Lack of urgent care access, lack of access to technology, lack of access to childcare, increase of disconnect and fear of separation.

Suggestions: Increase of a diverse workforce; central location/directory for resources in patient language; utilize employee skills to their full potential.

Appendix D – All Cause Mortality Map

All-Cause Mortality Rate per 10,000 by Community Statistical Area (CSA), Baltimore City
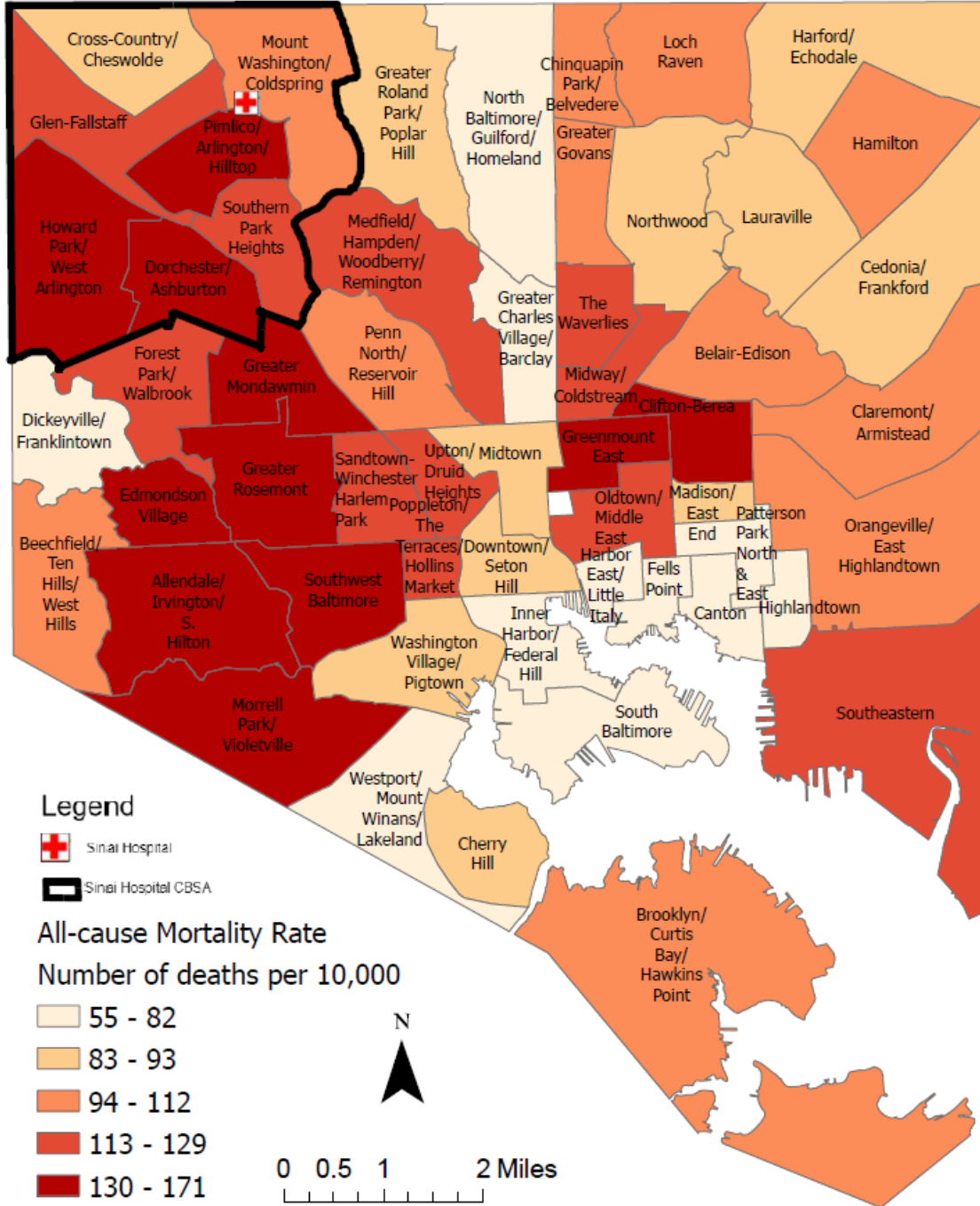
Legend

🞢 Sinai Hospital

▢ Sinai Hospital CBSA

All-cause Mortality Rate

Number of deaths per 10,000

- 55 - 82
- 83 - 93
- 94 - 112
- 113 - 129
- 130 - 171

0 0.5 1   2 Miles

N

Data source: Baltimore City Health Dept. analysis of data provided by the Maryland Dept. Health. Data categorized by quintile. February 2, 2021.

Appendix E – Drug/Alcohol Mortality Map

Drug- and/or Alcohol-Related Mortality Rate per 10,000 by Community Statistical Area (CSA), Baltimore City
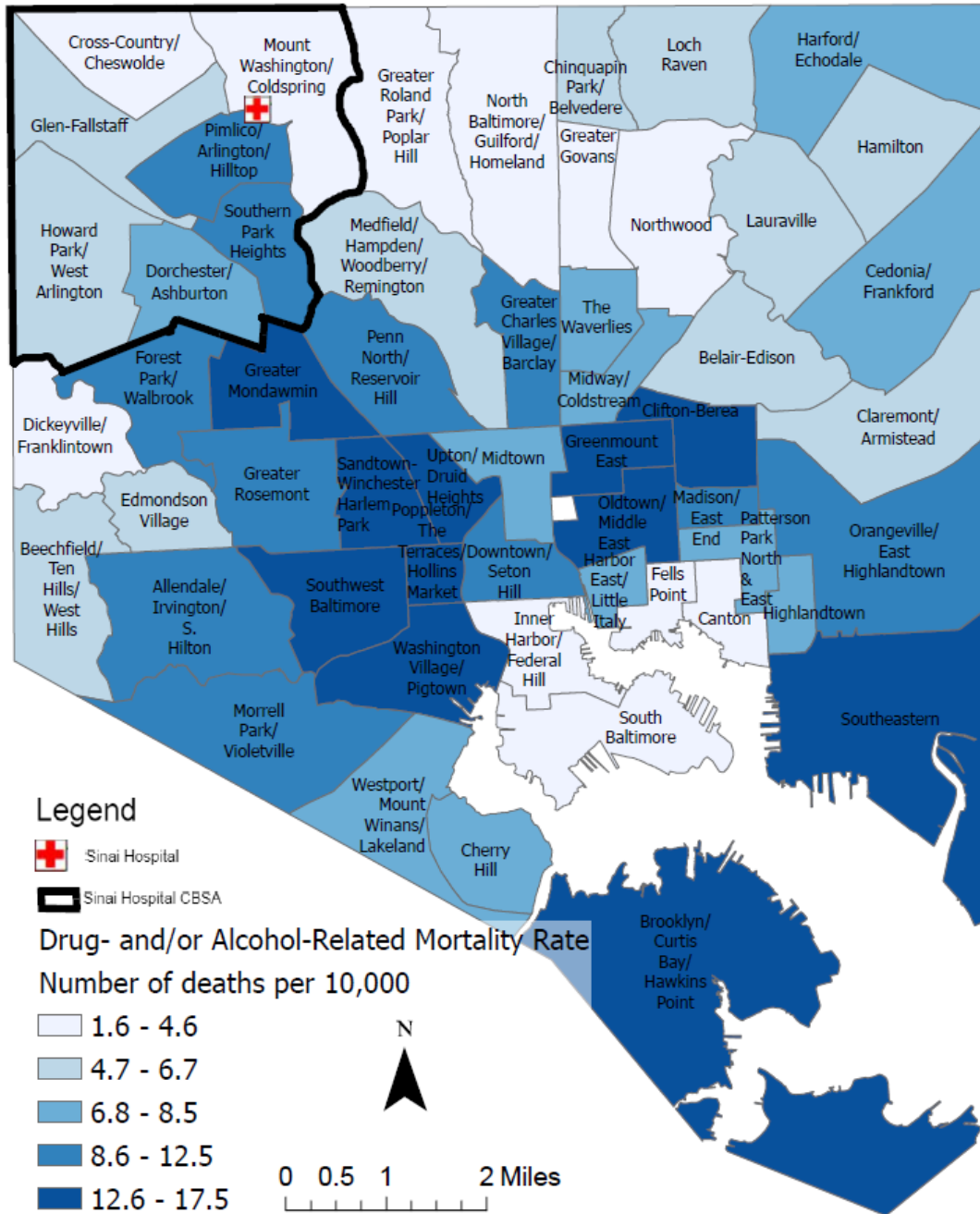
Legend
- Sinai Hospital
- Sinai Hospital CBSA

Drug- and/or Alcohol-Related Mortality Rate
Number of deaths per 10,000
- 1.6 - 4.6
- 4.7 - 6.7
- 6.8 - 8.5
- 8.6 - 12.5
- 12.6 - 17.5

Data source: Baltimore City Health Dept. analysis of data provided by the Maryland Dept. Health. Data categorized by quintile. February 2, 2021.

Implementation Plans for
Levindale Hebrew Geriatric Center and Hospital
Prioritized Needs
2021-2024

The following Identified Needs were selected as **Priorities** for Levindale Hospital and will be included in the 2021 – 2024 Implementation Plan:

1. Chronic Heart Disease
2. Mental Health, Depression, and Substance Use Disorder
3. Community Health and Wellness Education
4. Diabetes
5. Health Disparities
6. Housing
7. Food Insecurity
8. Community Safety

Specific implementation plans for each of these areas are described in the following pages.

Levindale will additionally work to address the following needs identified by the community:

- Workforce Development
- Transportation
- Improved Access to Care and Health Insurance
- Community Engagement and Coordination of Services

LEVINDALE HEBREW GERIATRIC CENTER AND HOSPITAL
IMPLEMENTATION PLAN
July 2021

Priority Focus	Tactics	Metrics to Assess Progress
Heart Disease	• Stroke Awareness Month Education & Screening	# of individuals educated, screened through Stroke Awareness Month events.
Mental Health, Depression, and Substance Use Disorder	• Partial Hospitalization Program • Caring for the Caregiver	# of individuals served by Partial Hospitalization Program. # of individuals served by Caring for the Caregiver program.
Community Health and Wellness Education	• Deploy Community Health Education Team to provide training and resources to community members.	# of participants in Community Health Education events
Diabetes	• Diabetes Wellness Education program.	# of participants in Diabetes wellness education program. # of program participants who reduce their A1c level.
Health Disparities	• Explore partnerships with community resource center(s) to better reach community residents with health education and health care access.	# of partnerships formed. # of participants in Levindale programming at community resource centers.
Housing	• Explore PACE program implementation to enable individuals needing health services to stay in their home. • Live Near Your Work program to encourage strength of local housing market.	CRISP Pre/Post report assessing hospital utilization before and after program enrollment. # of LifeBridge employees participating in Live Near Your Work program.
Food Insecurity	• Explore partnership with or implementation of a Farmer's Market with affordable fresh food on or near the Levindale/Sinai campus.	# of individuals served through programs. Sales at farmers' market. Community testimony.
Community Safety	• Chana - SAFE Program to identify and prevent elder abuse and neglect.	# of individuals served by the SAFE program.

LIFEBRIDGE HEALTH.

CARE BRAVELY

<u>Header Information</u>

Participating Organization's: Sinai Hospital, Northwest Hospital, Carroll Hospital, Levindale Hebrew
Geriatric Center and Hospital, Grace Medical Center
Policy Category: Finance
Subject: Hospital Financial Assistance
Department Responsible for Review: Revenue Cycle Division
Policy Owner: Senior Vice President and Chief Revenue Officer

I. POLICY

A. <u>Purpose.</u> The purposes of this Policy are to (a) set forth eligibility criteria for receiving Financial Assistance; (b) outline circumstances and criteria under which each hospital will provide free or discounted care for Eligible Services to eligible patients who are Uninsured, Underinsured, patients ineligible for public or government assistance or who are otherwise unable to pay for Eligible Services, (c) set forth the basis and methods of calculation for charging any discounted amounts to such patients, and (d) state the measures to widely publicize this Policy within the communities to be served by the hospital. LifeBridge Health expects that patients will comply fully with the terms of this Policy in the determination of their eligibility for, and any receipt of, Financial Assistance and discounts. LifeBridge Health further expects its patients to apply for Medicaid and other governmental program assistance when appropriate, and to pursue any payments from third parties who may be liable to pay for the patient's care as the result of personal injury or similar claims. LifeBridge Health also encourage individuals to obtain health insurance to the extent such individuals are financially able to do so.

B. <u>Scope.</u> This policy applies to LifeBridge Health State of Maryland regulated hospital affiliates specifically Carroll Hospital, Grace Medical Center, Levindale Hebrew Geriatric Center and Hospital, Northwest Hospital and Sinai Hospital (collectively known for this policy as "LifeBridge Health")

C. <u>Policy.</u> It is the policy of LifeBridge Health to provide medically necessary health care services to all patient's without regard to the patient's ability of pay or Protected Class as defined in MD Code, Health-General §19-214.1, at each applicable hospital location (as defined below). Each hospital also provides, without discrimination, care for Emergency Medical Conditions (as defined below) to individuals without regard to such individual's eligibility for Financial Assistance, as more specifically set forth in LifeBridge Health's separate Emergency Medical Treatment & Labor Act (EMTALA) Policy, a copy of which can be obtained free of charge from any one of the sources or locations listed in Section III. K. of this Policy.

D. <u>Adoption of Policy.</u> The Board of Directors of LifeBridge Health and each of its applicable tax-exempt affiliates that provides medically necessary hospital services, has adopted the following policies and procedures for the provision of Financial Assistance.

E. <u>Frequency of Review.</u> This policy is to be reviewed and approved every two years.

II. DEFINITIONS

For purposes of this Policy, the terms below shall be defined as follows:

A. **"AGB"** means the amounts generally billed as defined by IRS Section 501(r)(5) for hospital emergency and other Medically Necessary care to individuals who have insurance covering that care, and calculated in accordance to the State of Maryland Health Services Cost Review Commission (HSCRC).

B. **"Application"** has the meaning set forth in Section III. B. below which shall comply with the HSCRC uniform financial assistance application requirements.

C. **"Assets"** means assets and resources (and the values thereof) of an individual, that would be taken into account and valued in accordance with the Code of Maryland Regulations in determining eligibility specifically excluding such individual's (a) primary personal residence not to exceed an assessed value of $150,000, (b) retirement assets or plans as qualified or nonqualified by the Internal Revenue Service including one or more retirement plans which shall include, without limitation, an individual retirement account (traditional or Roth), profit-sharing plan, defined benefit pension plan, 401(k) plan, 403(b) plan, nonqualified deferred compensation plan, money purchase pension plan, or other retirement plan equivalent to any of the foregoing, (c) one motor vehicle owned by the patient or any family member used for necessary transportation needed, (d) prepaid education assets or plans as defined by the State of Maryland or Internal Revenue Service which include, without limitation, Education Savings Account or 529 plans, (e) any assets expressly excluded in determining eligibility for a Federal or State financial or medical assistance program or plan which include, but not limited to, the Federal Supplemental Nutrition Assistance Program (SNAP), the Maryland Medical Assistance Program, State Energy Assistance Program, or Supplemental Food Program for Women, Infants, and Children, (f) burial space or plot, funds or prepaid burial contracts, and (g) household goods and personal effects.

D. **"CMO"** means Chief Medical Officer at a LifeBridge Health hospital or Chief Physician Executive.

E. **"Eligible Services"** means the services (and any related products) provided by a LifeBridge Health hospital that are eligible for Financial Assistance under this Policy, which shall include: (1) emergency medical services provided in an emergency room setting, (2) non-elective medical services provided in response to life-threatening circumstances that are other than emergency medical services in an emergency room setting, and (3) Medically Necessary Services as defined in this policy.

F. **"Emergency Medical Conditions"** has the same meaning as such term is defined in section 1867 of the Social Security Act, as amended (42 U.S.C. 1395dd) and as stated:

> "A medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that the absence of immediate medical attention could reasonably be expected to result in: (i) placing the health of the individual (or, with respect to a pregnant woman, the health of the woman or her unborn child) in serious

jeopardy, (ii) serious impairment to bodily functions, or (iii) serious dysfunction of any bodily organ or part; or with respect to a pregnant woman who is having contractions: (i) that there is inadequate time to effect a safe transfer to another hospital before delivery, or (ii) that transfer may pose a threat to the health or safety of the woman or the unborn child."

G. **"Family Member"** means a member of a group of two (2) or more individuals who reside together and who are related by birth, marriage, or adoption, including, without limitation, any individual claimed as a dependent by any such individual on his or her federal income tax return.

H. **"Family Income"** means the gross income of an individual and all of his or her Family Members, including, without limitation, compensation for services (wages, salaries, commissions, etc.), interest, dividends, royalties, capital gains, annuities, pension, retirement income, Social Security, public or government assistance, rents, alimony, child support, business income, income from estates or trusts, survivor benefits, scholarships or other educational assistance, annuity payments, payments under or from a reverse mortgage, fees, income from life insurance or endowment contracts, and any other gross income or remuneration, from whatever source derived, all on a pre-tax basis.

I. **"Federal Poverty Guidelines"** means poverty guidelines updated annually in the Federal Register by the U.S. Department of Health and Human Services in effect at the time of such determination.

J. **"Financial Assistance"** means any financial assistance in the form of free or discounted care granted to an eligible individual pursuant to this Policy.

K. **"Financial Hardship"** means an Uninsured or Underinsured patient of a LifeBridge Health hospital who (1) after payment by all third-party payers, is financially obligated to a LifeBridge Health hospital for an amount in excess of twenty-five percent (25%) of such patient's gross annual income and (2) has Assets that total value of which is less than the amount of "Assets", as amended from time to time.

L. **"Hospital Cost Review Commission (HSCRC)"** means an independent agency of the State of Maryland with broad regulatory authority to establish rates to promote cost containment, access to care, financial stability and accountability; including guidelines that govern hospital financial assistance.

M. **"Hospital"** means a facility (whether operated directly or through a joint venture arrangement) that is required by the State of Maryland to be licensed, registered, or similarly recognized as a

hospital. "Hospital" means collectively, more than one Hospital Facility. As it relates to this Policy, applicable locations include:

- Carroll Hospital,
- Grace Medical Center
- Levindale Hebrew Geriatric Center and Hospital
- Northwest Hospital,
- Sinai Hospital

N. **"Medically Necessary"** shall have the same meaning as such term is defined for Medicare (services or its reasonable and necessary for the diagnosis or treatment of illness or injury), or for disputed or less clear cases referred to the CMO or designee to render a decision.

O. **"Policy"** means this "Financial Assistance Policy" of a LifeBridge Health hospital, as amended from time to time.

P. **"Protected Class"** shall comply with the Code of Maryland Regulation specifically representing race, color, religion, ancestry or national origin, sex, age, marital status, sexual orientation, gender identity, genetic information, disability, citizenship status, or any other class, ethnicity or designation not otherwise specified.

Q. **"Provider"** means a LifeBridge Health hospital employed physician, advanced clinical practitioner or licensed professional recognized and granted authority by the State of Maryland to provide health care services.

R. **"Uninsured"** means a patient of a LifeBridge Health hospital who has no level of insurance, third party assistance, medical savings account, or claims against one or more third parties covered by insurance, to pay or assist with such individual's payment obligations for the provision of Eligible Services.

S. **"Underinsured"** means a patient of LifeBridge Health hospital who has some level of insurance, third party assistance, medical savings account, or claims against one or more third parties covered by insurance, to pay or assist with such individual's payment obligations for provision of Eligible Services, but who nevertheless remains obligated to pay out-of-pocket expenses for the provision of Eligible Services that exceed such individual's financial abilities.

III. GUIDELINES

A. Eligibility. Upon a determination of financial need and eligibility in accordance with this Policy, a LifeBridge Health hospital will provide Financial Assistance for Eligible Services to or for Uninsured patients, Underinsured patients, patients who are ineligible for public or government assistance, or who are otherwise unable to pay for Eligible Services. Financial Assistance

pursuant to this Policy shall be based on a determination of financial need for each individual, regardless of race, sex, age, disability, national origin or religion, or other Protected Class.

B. Application for Financial Assistance. Except as otherwise provided in this Policy, a LifeBridge Health authorized representative will review all information requested and set forth in an application for Financial Assistance (a copy of which can be obtained free of charge from any one of the sources or locations listed in Section III. K. below of this Policy), an in any and all documentation therein requested and provided (the application and such documentation, collectively, an "Application"), as well as any one or more items of the following information, in determining whether an individual will be eligible for and receive Financial Assistance:

1. Publicly available data that provides information about an individual's ability to pay (e.g. credit reports, scores, or ratings; Federal Poverty Guidelines, relevant published federal or state guidelines, bankruptcy filings or orders);

2. Insurance eligibility for public or private health insurance including qualification for other public programs that may cover health care costs;

3. Information relating to such individual's participation or enrollment in, or receipt of benefits from or as part of, (a) any state or federal assistance program enrollment (e.g., Supplementary Security Income, Medicaid, Food Stamps/SNAP, Women, Infants, and Children (WIC) programs, AFDC, Children's Health Insurance Program (CHIP), low-income housing, disability benefits, unemployment compensation, subsidized school lunch, or (b) any free clinic, indigent health access programs, or Federally Qualified Health Center (FQHC).

4. Information substantiating the total gross Family Income and assets owned or held by the individual and liabilities or other obligations of the individual;

5. Information substantiating that such individual is or has been homeless, disabled, declared mentally incompetent or otherwise incapacitated, so as to adversely affect such individual's financial ability to pay; and/or

6. Information substantiating that such individual has sought or is seeking benefits from all other available funding sources for which the individual is eligible, including insurance, Medicaid or other state or federal programs.

It is preferred, but not required, that an individual request Financial Assistance prior to Eligible Services being provided. Any Application may be submitted prior to, upon receipt of Eligible Services, or during the billing and collection process. The information that an individual requesting Financial Assistance has provided will be re-evaluated, verified, and required to be updated at each subsequent time Eligible Services are provided that is more than twelve (12) months after the time such information was previously provided. If such information does change or additional information is discovered relevant to the patient's eligibility for Financial Assistance, it is the patient's responsibility to notify Customer Service at (800)788-6995. Applications will be made available, free of charge, at any hospital Patient Access or Customer Service. Requests for Financial Assistance will be processed promptly, and the hospital will determine eligibility within two (2) business days for probable determination or 14 (fourteen) days for final determination after receipt of a completed Application, submission of all required

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information, and make all reasonable efforts to provide written notification to the patient or applicant of its determination within thirty (30) days. Such notification may be in the form of a billing statement which shows the amount of Financial Assistance applied to the patient's account(s), and if the patient is granted 100% Financial Assistance or denied, written notice will be sent in the form of a letter delivered to the patient's or guarantor's mailing address on file.

A LifeBridge Health hospital may deny or reject any Application and/or may reverse any previously provided discounts or Financial Assistance, if it determines in good faith, that information previously provided was intentionally false, incomplete or misleading. Moreover, a LifeBridge Health hospital may, at its sole discretion, pursue any and all legal remedies or actions, including criminal charges, against any person who knowingly misrepresented their financial condition including, without limitation, the amount or value of Family Income and/or Assets.

C. Appeals and Complaints. Patients or Guarantors with applications denied for Financial Assistance covered under this Policy may appeal such decisions or file a complaint.
   1. Appeals must be in writing and describe the basis of reconsideration, including any supporting documentation. Appeals must be submitted to Customer Service within fourteen (14) calendar days of the application decision or otherwise the decision shall be upheld and considered final. Customer Service will make every effort to notify Patients or Guarantors of the appeal decision within thirty (30) calendar days.
   2. Complaints regarding this Policy can be received by mail, email or phone. All complaints are to be reported to LifeBridge Health Compliance Department for monitoring and reporting. Customer Service will respond to each complaint, contact the individual who filed the complaint and notify the LifeBridge Health Compliance Department of the complaint's outcome.

   Patients or Guarantors may also file a complaint with Maryland Health Education and Advocacy Unit using the following contact information:

   > Office of the Attorney General
   > Health Education and Advocacy Unit
   > 200 St. Paul Place, 16th Floor
   > Baltimore, MD 21202
   > Phone: (410)528-1840
   > Fax: (410)576-6571
   > Email: HEAU@oag.state.md.us

D. Presumptive Financial Assistance. In some cases or circumstances a patient or applicant may appear eligible for Financial Assistance, but either has not provided all requested information or otherwise non-responsive to the application process. In such cases or circumstances, an authorized representative of a LifeBridge Health hospital may complete the Application on the patient's behalf and research evidence of eligibility for Financial Assistance from available

outside sources to determine the patient's estimated income and potential discount amounts or may utilize other sources of information to make an assessment of financial need. As a result of such information, the patient may be eligible for discounts up to 100% of the amounts owed for Eligible Services. In such circumstances, a patient is presumed eligible to receive Financial Assistance for Eligible Services if the patient meets one or more of the following criteria:

1. Eligible for the Maryland Medical Assistance program or Maryland Children's Health Program and:
   i. Lives in a household with children enrolled in the free and reduced-cost meal program;
   ii. Receives benefits through the federal Supplemental Nutrition Assistance Program;
   iii. Receives benefits through the State's Energy Assistance Program;
   iv. Receives benefits through the federal Special Supplemental Food Program for Women, Infants, and Children; or
   v. Receives benefits from any other social service program as determined by the Maryland Department of Health and Mental Hygiene (MD DHMH) and the State of Maryland HSCRC.
2. Residence in low income or subsidized housing;
3. Unfavorable credit history, based on the patient's credit report (high risk, low medical score, delinquent accounts);
4. Utilization of third-party predictive modeling based on public record databases and calibrated historical approvals statistically matched to this Policy. Such technology will be deployed prior to bad debt assignment in an effort to screen all patients for financial assistance prior to collection agency placement or pursuing any extraordinary collection actions.
5. Homeless or received care from a homeless shelter, free clinic;
6. Mentally incompetent as declared by a court or licensed professional; or
7. Deceased with no known estate.

E. Eligibility Criteria and Amounts Charged to Patients. Patients who are determined to be eligible, shall receive Financial Assistance in accordance with such individual's financial need, as determined by referring to the Federal Poverty Guidelines as published annually in the Federal Register.

1. Notwithstanding anything in this Policy to the contrary, no patient who is eligible to receive Financial Assistance for Eligible Services will be charged more than allowed by the State of Maryland HSCRC pricing or AGB for emergency or other Medically Necessary care.
2. The basis for determining and calculating the amounts billed an Uninsured or Underinsured patient who is eligible for Financial Assistance is as follows:
   i. Any Uninsured or Underinsured patient eligible for Financial Assistance will first receive the Financial Assistance discount for either 100% of billed charges or a reduced billed amount for those with Family income above 300% of the Federal Poverty Guidelines.

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       ii. Uninsured or Underinsured patients eligible for Financial Assistance whose yearly Family Income is equal to or less than 300% of the Federal Poverty Guidelines and whose total Assets do not exceed amounts allowed will receive a discount of 100% of their remaining account balance.

      iii. Any Uninsured with Family Income above 300%, but less than 500% of the Federal Poverty Guidelines may qualify for a Financial Hardship discount. To qualify total Assets must be less than allowed provided total outstanding medical expenses minus co-payments, coinsurance and deductibles exceed 25% of annual Family Income. The amount of the Financial Hardship discount is any amount that exceeds 25% of annual Family Income. Thus, remaining balance owed excluding co-payments, coinsurance and deductibles if applicable after discount does not exceed 25% of Family Income.

F. <u>Excluded Services.</u> The following healthcare services are not eligible for Financial Assistance under this Policy:

1. Purchases from retail operations, including gift shops, retail pharmacy, durable medical equipment, cafeteria purchases;
2. Services provided by non-LifeBridge Health entities or professional services from physicians or advanced practice providers during hospital visits;
3. Elective procedures or treatments that are not Medically Necessary including cosmetic surgery, bariatric surgery, venous ablation.
4. Services provided at Levindale Nursing, Rehabilitation and Adult Day Care locations and any amounts deemed by Medicaid as patient liability.
5. Existing or pre-established programs to assist patients with defined coverage of services similar to Best Beginnings for undocumented women needing prenatal care or Access Carroll for free clinic care to uninsured and underinsured patient populations in Carroll County.

G. <u>Communication of Information about the Policy to Patients and the Public.</u> LifeBridge Health hospitals will take measures to inform and notify patients and visitors and the residents of the community at large served by the hospital, of this Policy in a manner that, at a minimum, will notify the listener and reader that the hospital offers Financial Assistance and informs individuals about how and where to obtain more information about this Policy. Such measures will include the following:

1. Clearly and conspicuously post signage to advise patients and visitors of Financial Assistance availability including Emergency Department, admission areas and billing departments
2. Make this Policy, the Application, and a plain language summary of this Policy widely available on its website www.lifebrigehealth.org.
3. Make paper copies of this Policy, the Application, and a plain language summary of this Policy available upon request, without charge, in public locations in each hospital including Emergency Department, admission areas, billing department and by mail or e-

mail. Furthermore, Patient Access and Customer Service representatives will notify and inform individuals upon admission or discharge of Financial Assistance and offer a paper copy of a plain language summary of the Financial Assistance Policy.

4. List all Providers, as referenced as Addendum I, whether employed or not employed by the hospital, covered by this Policy and will make widely available on its website www.lifebridgehealth.org.

5. Referral of patients for Financial Assistance may be made by any member of LifeBridge Health staff or medical staff, including physicians, nurses, financial counselors, social workers, case managers, chaplains, and religious sponsors.

6. A request for Financial Assistance may be made by the patient or a family member, close friend, or associate of the patient, subject to applicable privacy laws and limitations.

7. Any and all written or printed information concerning this Policy, including the Application, will be made available in each of the languages spoken by the lesser of 1,000 individuals or 5% of the community served by the hospital or the population likely to be encountered or affected by the hospital. The hospital will take reasonable efforts to ensure that information about this Policy and its availability is clearly communicated to patients who are not proficient in reading and writing and/or who speak languages other than those for which information about this Policy are printed or published.

H. Document Retention Procedures. The hospital will maintain documentation in accordance with retention policies sufficient to identify each patient determined to be eligible for Financial Assistance including the patient's Application, any information obtained or considered in determining such patient's eligibility for Financial Assistance (including information about such patient's income and assets), the method used to verify patient's income, the amount owed by the patient, the method and calculation of any Financial Assistance for which such patient was eligible and in fact received, and the person who approved the determination of such patient's eligibility for Financial Assistance.

I. Relationship to Billing and Collections Policy. For any patient who fails to timely pay all or any portion of amount(s) owed, the hospital will follow guidelines set forth in its separate Billing and Collections Policy; provided that, the hospital will not commence or institute any extraordinary collection actions (including garnishments, liens, foreclosures, levies, attachments or seizures of assets, commencing civil or criminal actions, sales of debts to third parties, reporting adverse information to credit reporting agencies or credit bureaus) against any patient for failure to timely pay all of any portion of patient's account, without first, making reasonable efforts to determine whether the patient is eligible for Financial Assistance. Reasonable efforts are set forth in the separate Billing and Collections Policy, including those relating to patient communications and required actions, time periods, and notices of complete or incomplete Application for Financial Assistance. A copy of the Billing and Collection Policy may be obtained free of charge from any one of the sources or locations listed in Section III.K. below.

J. No Effect on Other Policies; Policy Subject to Applicable Law. This Policy shall not alter or modify other policies regarding efforts to obtain payment from third party payers, transfers or emergency care. This Policy and the provision of any Financial Assistance will be subject to all applicable federal, state, and local law.

K. Sources of and Locations for Information. Copies of this Policy, the Application, the Billing and Collections Policy, and the EMTALA Policy, may be obtained from or at any one or more of the following sources or locations:

1. Any Customer Service, Patient Access, or Patient Registration areas;
2. Emergency Department, admission areas or billing department;
3. By calling Customer Service at (800)788-6995; and
4. LifeBridge Health's website at www.lifebridgehealth.org.