

# Frederick Memorial Healthcare System

## 2009 Community Benefits Report

### The FMH Stroke Center of Excellence

FMH has been granted a 5-year certification as a **Designated Primary Stroke Center**. Frederick County residents no longer have to be transported out of the county for stroke care and rehabilitation.

As a Designated Primary Stroke Center, FMH provides:

- Emergency Stroke Care
- Intensive Care for Stroke Patients
- Dedicated Stroke Unit
- Specially trained stroke team

When minutes matter... FMH delivers.



Dr. Shahid Rafiq

### FMH 4th Annual BREAST CANCER SYMPOSIUM

Sponsored by the Frederick Memorial Healthcare System's Regional Cancer Therapy Center

**A Focus on Wellness and Risk Reduction**

October 28, 2008  
Ceresville Mansion  
from 5:30 - 8:30 pm.

#### SCHEDULE OF EVENTS

- 5:30 - 5:50 Registration
- 5:50 - 5:55 Introduction  
Doree Johnson Lovett, MD  
Medical Director, Coordinated Breast Services
- 5:55 - 6:15 "The Environment and Human Health: Focus of Prevention"  
Allison Davis, PhD, RN  
Environmental Sciences, University of Maryland
- 6:15 - 6:30 Break
- 6:30 - 7:15 *Remove Controversy or Topic Related to Wellness/Prevention*  
Gregory Rosick, MD  
Medical Oncology
- 7:45 *Interactive Sharing*  
Attendees to share
- 8:00 *Refreshments and Auction Items*
- 8:15 *Closing Remarks*

### Future OPERATING ROOM STAFF

Ready to Join Them?

Take a hands-on, fully-interactive tour of Frederick Memorial Hospital's state-of-the-art surgical facilities.

**NOVEMBER 1, 2008**  
9:00 A.M. - 3:00 P.M.

See two operating suites set up and ready for surgery - the way our doctors and nurses see them every day! Watch a video of an actual gallbladder removal surgery in Room One, and then try out the laparoscopic surgical instruments in a simulated abdominal cavity. Next it's on to Room Two, set up with all of the hardware for a spinal surgery. Pick up and examine models of the spine and the actual tools used to perform back surgery.

FMH  
Frederick Memorial Healthcare System  
To R.S.V.P. call 240-566-3553

Our Perioperative Nurses are certified by



### Enhancing Patient Care Through Technology

Our Passion is Patient Safety

At Frederick Memorial Hospital patient safety is a top priority. In the FMRH DashPlace, we're using a new computer documentation system that puts our patients' clinical information right at our fingertips, helping us provide safe, timely focused care.

- Katharine Murray, MSN, RN  
Director, Women's & Children's Services



The DashPlace Electronic Medical Record system helps our doctors and nurses gain immediate access to your clinical information at the bedside, improving patient safety.

FMH

### HÁGALO POR USTED POR SU FAMILIA POR SU FUTURO ¡GRATIS!

#### EXÁMEN PARA LA DETECCIÓN DEL CÁNCER DE LA PRÓSTATA

Servicios ofrecidos gratuitamente a los **hombres** de nuestra comunidad. Los exámenes se llevarán a cabo en el FMH Wellness Center ubicado en el FSK Mall (El centro comercial sobre la Ruta 85).

**Sábado, 16 De Septiembre, De 9:00 am - 12:00 pm.**

Exámenes físicos y pruebas de sangre que detectan el antígeno específico prostático, o PSA por sus siglas en inglés.

Es necesario hacer cita. Por favor llame al **240-379-6010** para hacer la cita.

FMH  
Frederick Memorial Healthcare System

Patrocinado por el Centro Regional para el Cáncer del FMH, el FMH Wellness Center, el Departamento de Salud del Condado de Frederick, y la Sociedad Norteamericana para el Cáncer



## Frederick Memorial Healthcare System 2009 Community Benefits Report



Staffing the Medical Tent at the  
Great Frederick Running Festival

Oncology Services and Tx:Team at Health  
Fare in the Francis Scott Key Mall

### The Year in Review

The 2009 fiscal year was difficult for the healthcare industry as the worldwide economic downturn impacted patient volumes nationwide. The collapse of the stock market in October of 2008 triggered a series of unfortunate events that are impacting the industrial and financial sectors of the economy even today. Grim economic forecasts throughout the fiscal year combined with diminished profits reported by big business, a tightening job market and a dramatic decline in new home construction shook consumer confidence. Consumers canceled or deferred elective health maintenance and diagnostic testing procedures. Inpatient and outpatient volumes declined in direct proportion to the economic crisis.

The FMH management team wasted no time in making some difficult decisions to streamline operations, cut down on waste and unnecessary spending, and to correct budget forecasts to reflect the economic realities facing the Healthcare System. Employee teams were convened to address process improvement issues, department reorganizations, and the challenges associated with materials and supplies. Team work, commitment to quality, safety and service, and dedication to the organization's mission and vision have allowed FMH to not only weather the difficult economic environment, but to keep plans on track to expand existing services and create new opportunities to provide care to the community we serve.

Even in challenging times, Frederick Memorial Healthcare System has managed to make remarkable progress in improving employee, physician and patient satisfaction scores. With the creation of a new Service Excellence Department, accountability for superb performance in all phases of patient care and customer service has been taken to the next level. "Superb Quality. Superb Service. All the Time." has transitioned from Vision Statement to the expectation in the way we treat our patients, interact with the public, and collaborate with one another.

## Major Accomplishments in Fiscal Year 2009

### Interventional Cardiology : C-PORT II Protocol



In March of 2009, FMH received approval from the Maryland Health Care Commission to participate in the npPCI (Elective Angioplasty) Research Waiver Program. This unanimous decision was preceded by a complex and lengthy application process which fully demonstrated FMH's ability to participate in this important research protocol and provide elective angioplasty to the Frederick community.

One of the key pieces of our approval has been the success of the hospital's primary (emergency) angioplasty (pPCI) program for patients experiencing acute heart attacks in the community. FMH's median Door to Balloon time, among the best in the State of Maryland, is currently less than 60 minutes, well under the American College of Cardiology standard of 90 minutes. The success of the pPCI program has been due to incredible teamwork and dedication of many groups including: FMH medical and interventional cardiologists, the Emergency Room physicians/staff, the cardiac cath lab team and the ICU intensivists and nursing staff.

### Stroke Center of Excellence

In May of 2009 the Maryland Institute of Emergency Medical Service Systems (MIMES) granted the FMH Stroke Program a 5-year Center of Excellence designation. This is the highest designation level awarded by the State, and is an achievement of which we are extremely proud.

### The BirthPlace Goes LIVE with Electronic Documentation

#### Centricity Perinatal

The Neonatal Intensive Care Unit was the final portion of the *BirthPlace* to come online with Centricity Perinatal electronic documentation system. Now staff members in the Family Center, Labor & Delivery and the NICU are all using this technology.

With Centricity Perinatal, a state-of-the-art electronic documentation system, the staff is able to not only enter routine documentation, but also their patients' intake and output with summaries for both 12 hour totals and 24 hour totals. Labs are available to the staff with a click of the mouse. These lab results come directly from Meditech and can still be seen in Patient Care Inquiry (PCI) by other staff members who do not routinely use Centricity Perinatal.

### **FMH Pharmacy Goes LIVE with Galactica Rx**

A Pharmacy medication order scanning application called GalacticaRx was moved into production in January. By using GalacticaRx, nursing units scan medication orders into the system which then get transmitted to a work list used by the Pharmacist who enters the order into MEDITECH. The Pharmacist is able to use the system to view the orders electronically, thereby eliminating paper and the use of fax machines to receive orders.

### **ED Fast Track Opens**

In February, construction was completed on the new ED Fast Track area. The new 8-bay Fast Track space expanded the capacity of the FMH Emergency Department by providing care to sub-acute patients in a more expeditious manner, and in an environment that is significantly less stressful than the ED.

### **FMH Receives Center of Excellence Status from United Healthcare**

United Healthcare awarded Frederick Memorial Hospital Center of Excellence (COE) status for 2 clinical programs, the **FMH Interventional Cardiology Program** and **FMH Joint Works Program** (for Hip and Knee surgery). The COE program recognizes facilities and their medical staff for commitment to high quality, cost efficient health care.

A rigorous application including data from 2007 to present was compiled and evaluated by a United corporate medical team that reviews requests from facilities nationwide looking for best practices and comparison to national benchmarks. They verify information submitted through comparison to data available from CMS and other outside accrediting and reporting agencies. Of particular note, the Joint Works received the highest ranking possible, a 3-star designation for quality and a higher than average ranking for cost efficiency. The cardiac rating will be re-reviewed every 6-months, the joint program rating is good for 2-years.

### **FMH Awarded United Health Premium Cardiac Specialty Center Designation**

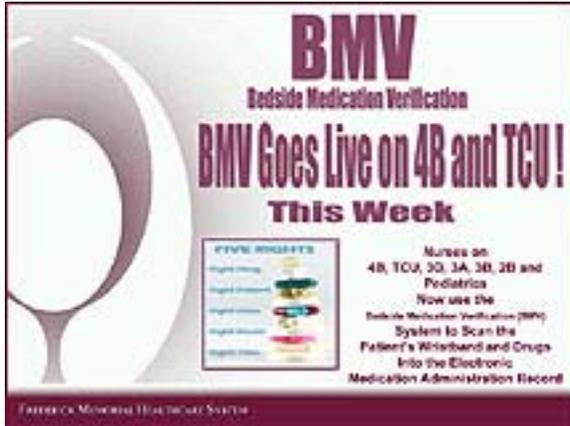
FMH was awarded the UnitedHealth Premium<sup>®</sup> Cardiac Specialty Center designation in recognition of providing quality cardiac care.

UnitedHealthcare developed the UnitedHealth Premium Specialty Center designation program to give its members information about access to cardiac hospitals meeting rigorous quality criteria. The designation is based on detailed information about specialized training, practice capabilities and proficiencies that we submit to UnitedHealthcare and is designed to help members make informed decisions should they need cardiac care.

To receive this designation, FMH met extensive quality and outcomes criteria based on nationally recognized medical standards and expert advice. The criteria incorporate measurements of breadth and depth of care, staff experience, emergency care, quality and outcomes reporting.

## **Bedside Medication Verification System Goes Housewide**

FMH completed the transition to electronic bedside medication verification in May of 2009. All in house units are using the system to ensure that the right patient, gets the right medication, in the right dose at the right time.



Bedside Verification allows caregivers to utilize bar code scanning technology prior to administering medications, to confirm patient identity and medication information against data readily available via MEDITECH's on-line Medication Administration Record. Immediate access to a patient's current results and medication administration information greatly reduces preventable medication errors. The use of bar code scanning increases accuracy and efficiency of caregivers completing medication administration records, providing physicians faster and easier access to critical information to manage patient care.

## **Computerized Physician Order Entry**

FMH began using Computerized Physician Order Entry (CPOE) in June of this year. Implementing CPOE has improved patient safety by virtually eliminating legibility and transcription errors and has dramatically reduced callbacks to physicians for order clarification. CPOE has also increased efficiency, by reducing the turnaround time for processing orders and receiving test and lab results.

## **Surgical Patient Tracking Board**

A patient tracking board designed to help families follow their loved ones' progress -- without compromising patient confidentiality- was mounted on the wall in the surgical waiting area. The screen uses a randomly-assigned number to identify each surgical patient. Family members who have that number can simply look to the monitor to see where their loved one is at any point in time. Each location is highlighted by a change in color as the patient moves through Pre-Op, OR, PACU and Admit or Discharge.

## **FMH Regional Cancer Therapy Center Receives 3-Year Accreditation**

The FMH Cancer Program was surveyed by the Commission on Cancer (COC) - the only national accreditation for cancer programs in hospitals, free standing treatment facilities, and healthcare network cancer programs in the United States. The FMH Cancer Program was awarded a "Three Year Accreditation with 6 Commendations." This places the FMH program in the top 40% of COC approved programs.

**Statistical and Service Profile**

**Licensed Bed Capacity:** Frederick Memorial Hospital is a **274** licensed bed, acute care facility that has been caring for the citizens of Frederick, Washington and Carroll Counties for over 107 years. In FY 2009, **20,444** patients were admitted to the hospital for in-patient care. From the 2-ward hospital with an “Accident Room,” that opened as Frederick City Hospital in 1902, Frederick Memorial Healthcare System has grown into a state-of-the-art healthcare provider offering the following service lines, departments, programs and satellite facilities:

**Service Lines**

**Women’s & Children’s Services**



FMH NICU

- The FMH Auxiliary Prenatal Center
- The Family Center
- The BirthPlace
- The Billy Miller Neonatal Intensive Care Unit
- The Department of Pediatrics

**Oncology Services**



FMH CyberKnife Team

- Oncology Care Consultants
- The FMH Radiation Oncology Center
  - Intensity Modulated Radiation Therapy
- The Center for Chest Disease
- The Center for Breast Care
- Outpatient Intravenous Therapy Center
- Clinical Trials
- The FMH CyberKnife Center
- Inpatient cancer care

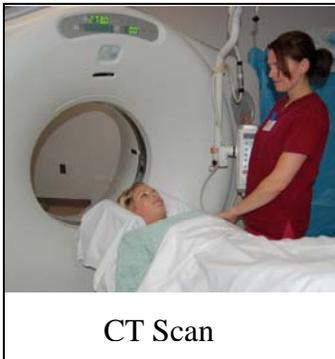
**Vascular Services**



Cardiac Cath Lab

- Vascular Surgical Services
- Stroke Center of Excellence
- Cardiac Catheterization Laboratories
- Interventional Cardiology Program
- Peripheral Artery Disease Screening & Treatment
  - Primary and Elective PCI

## Imaging Services



- Digital Mammography
- Stereotactic Breast Biopsy
- Ultrasound sonography
- Contrast radiography
- MRI
- CT Scan
- PET/CT Scan

## Other Departments and Services:



- Emergency Services
- Surgical Services
- Comprehensive Rehabilitation Services
- Cardiac Rehabilitation
- Pulmonary Rehab
- Medical Fitness Program
- Advanced Wound & Skin Care
- The FMH Wellness Program
- Center for Advanced Sleep Studies & EEG
- Home Health Services
- Home Medical Equipment
- Social Services
- Care Management
- Behavioral Health Services

## FMH SATELLITE FACILITIES



**FMH Urbana**

### FMH Urbana

3430 Worthington Blvd.  
Frederick, MD 21704

- Imaging
- Laboratory
- Physician Specialty Practices



**FMH Rose Hill**

### FMH Rose Hill

1562 Opossumtown Pike  
Frederick, MD 21701

- Imaging Services
  - Digital Mammo, Sterotactic Breast Biopsy, Ultrasound, MRI, PET/CT, CT Scan, Vascular Lab
- Comprehensive Rehabilitation
- Laboratory



**Mt. Airy Health Services**

### Mt. Airy Health Service

1502 South Main Street  
Mt. Airy, MD 21771

- Imaging Services
  - Digital Mammo,
  - Ultrasound,
  - CT Scan, Vascular Lab
- Comprehensive Rehabilitation
- Laboratory



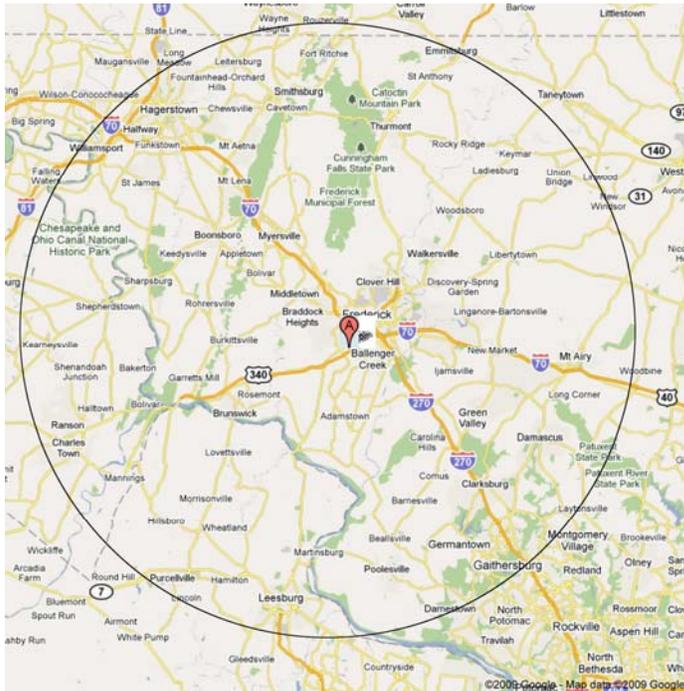
**Crestwood II**

### FMH Crestwood

7196 Crestwood Blvd  
Frederick, MD 21703

- Imaging Services
  - Digital Mammo,
  - Ultrasound,
  - CT Scan, Vascular Lab
- Comprehensive Rehabilitation
- Laboratory
- Women's Health Services
  - **COMING SPRING 2010**

## Service Area Geographic Profile

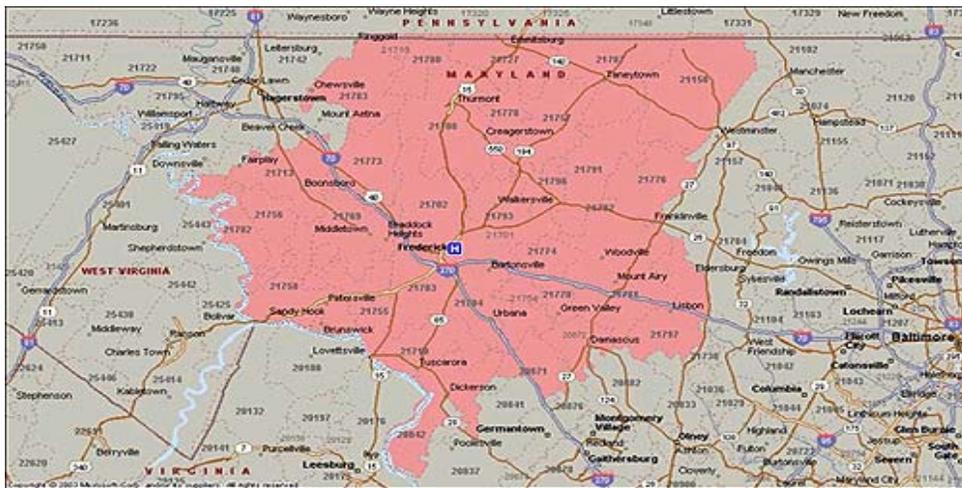


Frederick Memorial Healthcare System’s patients are primarily from Frederick County, Maryland, that has an estimated population of 233,000 citizens. Referrals for primary care coming from outside the county include:

Washington County  
Carroll County

Regional areas from which patients come for specialty services such as cancer care, CyberKnife Radiosurgery, Interventional Cardiology procedures and Neonatal Intensive Care, include:

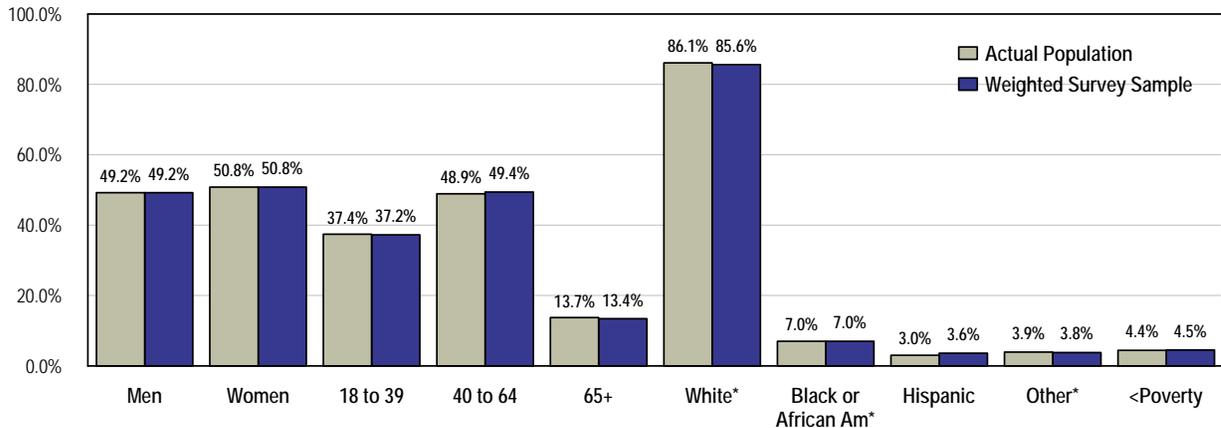
Southern Pennsylvania  
Eastern West Virginia  
Northern Virginia



Frederick Memorial Healthcare System is located in the south central portion of Frederick County, Maryland.  
Population: 233,000.

State	Number of Inpatients
Maryland	19,233
West Virginia	574
Pennsylvania	266
Virginia	98
Other	273
<b>Total</b>	<b>20,444</b>

## Population & Sample Characteristics (Frederick County, 2007)



Source:

- Census 2000, Summary File 3 (SF 3). U.S. Census Bureau.
- 2007 PRC Community Health Survey, Professional Research Consultants.
- Hispanic can be of any race.
- \*White, Black, and Other sample percentages do not include Hispanic respondents who did not offer a race response.

### Statistical Profile of Service Area

#### Income Profile of Primary Service Area

According to the 2006 American Community Survey, Frederick County had a median household income of \$74,029. This is \$8,885 more than the median income of Maryland, \$65,144. Since 1979, when County residents made only \$560 more than the average State resident, Frederick County has continued to increase the gap between the median income of the Maryland and the County. Within the past 27 years, Frederick County residents have increased their median household income by 114%. The greatest increase in household income was between 1989 and 1999, when residents went from making \$41,382 to \$60,276 in 10 years; a 46% increase. Even within the last 7 years residents have seen a 23% or \$13,753 increase in income.

Since 1999, the majority of households make \$50,000 - \$74,999 a year. In 1999, the income ranges of households were more evenly distributed than in 2006, taking on a bell shaped curve appearance. Incomes spiked at \$50,000 – 74,999 and on both sides of this spike the percentage of households slowly dropped. In 2006, the household income still spiked at the \$50,000 – 74,999 range; however the 2 sides of this spike were not evenly distributed. The income ranges rise at a slow rate until spiking and then remain at constantly higher percentage levels. In essence, the division of poor and rich households in Frederick County has become more extreme within the past 7 years.

<b>Households Income Characteristics for Frederick County</b>						
1999			2006		Change 1999 - 2006	
Total Households	70,115	100.0%	79,983	100.0%	9,868	14.1%
<b>Income Range</b>						
\$0 – 9,999	2,754	3.9%	2,034	2.5%	-720	-26.1%
\$10,000 - 14,999	2,260	3.2%	1,580	2.0%	-680	-30.1%
\$15,000 - 24,999	5,519	7.9%	4,100	5.1%	-1,419	-25.7%
\$25,000 - 34,999	6,554	9.3%	5,731	7.2%	-823	-14.4%
\$35,000 - 49,999	11,063	15.8%	10,021	12.5%	-1,042	-9.4%
\$50,000 - 74,999	16,815	24.1%	17,246	21.6%	431	2.6%
\$75,000 – 99,000	11,846	16.9%	14,550	18.2%	2,704	22.8%
\$100,000 - 149,000	9,495	13.5%	15,496	19.4%	6,001	63.2%
\$150,000 +	3,809	5.4%	9,225	11.5%	5,416	142%
Median Household Income	\$60,276		\$74,029	\$13,753		22.8%

### **Poverty Levels**

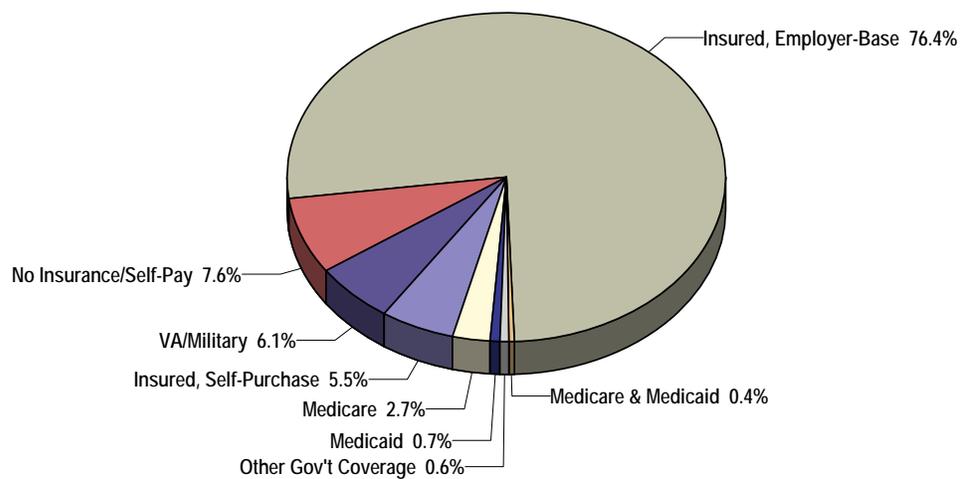
Since income levels have consistently risen in Frederick County, it stands to reason that the percentage of people below the poverty levels would drop. In 2006 fewer people and families were below the poverty level than in 1989 and 1999. Since 1989, the poverty level has consistently dropped going from 4.8% of all people to 3.9% in 2006 – the latest year for which statistics are available.

The greatest decrease in poverty levels occurred in the female householder category. In 1989 17.3% of these households were below poverty level, in 2006 this has decreased to only 7.7%. Female householders with children still have the highest percentage of poverty levels but the decrease has been very significant within the past 17 years. Within the subcategories of female headed households there was also extreme decreases. Households with children under 5 years old decreased from 36.6% in 1989 to 11.5% in 2006. Households with children under 18 years old decreased from 25.1% in 1989 to 9.0% in 2006.

<b>Poverty Status for Frederick County Residents</b>			
	<b>1989</b>	<b>1999</b>	<b>2006</b>
<b>All individuals</b>	<b>4.8%</b>	<b>4.5%</b>	<b>3.9%</b>
Persons 18 years and over	4.5%	4.2%	4.2%
Persons 65 years and over	9.2%	6.0%	5.4%
Related children under 18 years	5.6%	4.9%	2.8%
Related children under 5 to 17 years	5.3%	4.6%	1.6%
Related children under 5 years	6.2%	6.1%	6.1%
Unrelated Individuals over 15 years and older	13.9%	13.8%	15.9%
<b>All families</b>	<b>3.5%</b>	<b>2.9%</b>	<b>1.6%</b>
Families with related children under 18 years	4.8%	4.1%	2.4%
Families with related children under 5 years	5.4%	5.6%	2.4%
<b>All female Householders with children</b>	<b>17.3%</b>	<b>13.8%</b>	<b>7.7%</b>
Households with related children under 18 years	25.1%	19.2%	9.0%
Households with related children under 5 years	36.6%	32.8%	11.5%

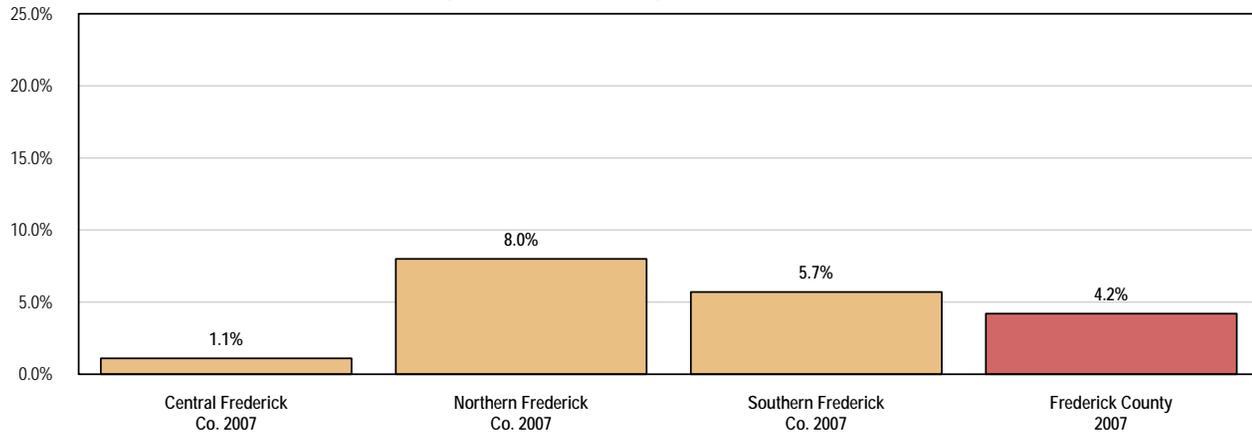
## Healthcare Insurance Coverage

(Among Adults Age 18 to 64; Frederick County, 2007)



Source: • 2007 PRC Community Health Survey, Professional Research Consultants. [Item 185]  
 Note: • Reflects respondents age 18 to 64.

## Lack Healthcare Insurance Coverage for Child (Among Frederick County Parents of Children <18)



Source: • 2007 PRC Community Health Survey, Professional Research Consultants. [Item 195]  
Note: • Reflects respondents with children under 18.

## Community Health Assessment

In 2007, the Frederick County Health Department contracted Professional Research Consultants, Inc., to perform a telephone survey of 1,000 Frederick County, Maryland adults aged 18 and older. This was the first time that a community wide Health Assessment was performed for the Frederick community. The survey instrument used for this study was based largely upon the Centers for Disease Control and prevention (CDC) Behavioral Risk Factor Surveillance System, as well as other public health surveys.

As part of this community health assessment, there were five health related community focus groups. These focus groups included meetings with Physicians, Social Services Providers, Political and Community leaders, and Allied Health Professionals.

The data collected by the Community Health Assessment has serve as a tool for reaching three basic county-wide goals:

1. To improve residents' health status, increase their life spans, and elevate their overall quality of life.  
**FMH ACTION:** The FMH Wellness Center created a number of screenings, programs and educational events to increase the community's knowledge about specific disease conditions that were identified in the Community Health Assessment as areas of concern for our community: Cancer, Heart Disease, Nutrition and Weight Management. Armed with the knowledge needed to make the necessary lifestyle and behavioral changes to remain healthy has enhanced our community's health status in many positive ways.
2. To reduce the health disparities among residents. The demographic information gathered during the survey process has allowed the Health Department and the Frederick Memorial Healthcare System to identify population segments that are most at-risk for various diseases and injuries.  
**FMH ACTION:** The FMH Regional Cancer Therapy Center hosted prostate cancer screening events, and Vascular Services performed screenings for Peripheral Artery Disease in areas of the county where access to such services is challenging. The African American and Hispanic populations are both high-risk demographics in Frederick County for both of these disease conditions.
3. To increase accessibility to preventive services for all community residents.  
**FMH ACTION:** An area identified by the Community Health Assessment as requiring immediate action relative to access issues was in the Prenatal care arena. Many women in Frederick County were receiving no prenatal care. Their babies being delivered at FMH were requiring admission to the Neonatal Care Intensive Care unit in percentages far above the expected admission rate when compared with actual patient admissions. The FMH Auxiliary Prenatal Center was established to provide these underinsured or uninsured women with the prenatal care necessary to ensure a healthy birth weight baby that was full-term gestational age. It worked!

Areas of opportunity identified by the survey's data – and the **ACTIONS** taken by the Frederick Memorial Healthcare System to improve community health include:

- Availability to Care/Inconvenient Office Hours
  - **FMH ACTION:** FMH Immediate Care Centers increased hours of operation.
- Health Disparities/Low income and Minorities
  - **FMH ACTION:** FMH and the Health Department targeted underserved areas and populations to receive educational programs and screening events for specific disease conditions.
- Heart Disease & Stroke
  - **FMH ACTION:** FMH established the Stroke Center of Excellence, and expanded cardiovascular services to include and Interventional Cardiology Program and Peripheral Artery Disease (PAD) surgical service.
- Cancer (Prostate/Lung/Breast)
  - **FMH ACTION:** The FMH Regional Cancer Therapy Center expanded its screening programs relative to Prostate Cancer and targeted those areas and populations in Frederick County that were underserved and experiencing access issues. The Center for Chest Disease was established to address issues relative to lung cancer diagnosis and treatment. The Center for Breast Care – now treating patients – was in the development stages in FY 2009.
- Respiratory Disease (Asthma)
  - **FMH ACTION:** The Pulmonary Rehab Department created a Community Outreach Program to increase awareness of the fact that asthma is a significant health problem in our community. Two certified asthma educators (AE-C) have been assigned to educate the community about this chronic disease.
- Prenatal Care – access to care, incidence of low-birth weight babies
  - **FMH ACTION:** The FMH Auxiliary Prenatal was established and is providing care to the underinsured and uninsured in Frederick County.
- Modifiable Health Risks: (Overweight & Obesity, Tobacco Use)
  - **FMH ACTION:** The FMH Wellness Center has created a number of programs, classes and events designed to educate and address specific behaviors relative

## FMH Wellness Center



The FMH Wellness Center is a division of the Frederick Memorial Healthcare System which promotes healthier lifestyles and enhanced levels of wellness by providing health education classes, health screenings and individual services. Because early detection and education are the keys to a highly informed and educated community, the hospital vigorously supports the Wellness Center in a variety of client centered wellness activities. During the fiscal 2008– 2009 year the FMH Wellness Center touched over **73,000** members of our community.

### Corporate Partners and Community Wellness Services

The health and wellness of the residents of Frederick County and the surrounding areas is the most important contribution of The Frederick Memorial Healthcare System Wellness Center. Each year we search for new partnerships and programs that focus on guiding our friends and families towards healthier lifestyles. During our 2008 – 2009 fiscal year, these organizations and businesses joined us in a collaborative effort to secure a greater level of health for members of our community.

- Accounting Software Services
- Airline Owners and Pilots Association
- American Red Cross
- American Cancer Society
- American Diabetes Association
- American Heart Association
- American Radiology Services
- ARC of Frederick County
- Arthritis and Osteoporosis Center Of Maryland
- Avemco
- BP Solar
- Big Brothers and Sisters of America
- Boy Scouts of America

- Breast Cancer Awareness of Cumberland County
- Carroll Lutheran Village
- Citigroup
- City Of Frederick
- Country Meadows Retirement Community
- Corporate Occupational Health Services
- Drees Homes
- Earth Data
- Elder Expo
- Erickson Retirement Communities
- Families Plus
- Fannie May
- FMH Select
- Frances Scott Key Mall
- Frederick County Board of Realtors
- Frederick County Board of Education
- Frederick Community College
- Frederick County Commission On Women
- Frederick County Department Of Aging
- Frederick County Department of Social Services
- Frederick County Health Department
- Frederick County Head Start
- Frederick County Hospice
- Frederick County Parent Teacher Association
- Frederick County Public School System
- Frederick News Post
- Girl Scouts Of America
- Goodwill Industries
- Greater Frederick Fair
- Green Valley Jazzercise Fitness Center
- Hagerstown Community College
- Heartfields Assisted Living
- Key 103
- Kiwanis Club
- LIFE and Discovery Inc.
- MedImmune
- Middletown Mom's Club
- Middletown United Methodist Church
- Mount Moriah Baptist Church
- Morgan-Kellar Inc.
- National Cancer Institute at Frederick
- Patriot Technologies
- Preit, Inc.
- Rotary of Fredeick
- SAIC of Fort Detrick

- Somerford Assisted Living
- Susan G. Komen Foundation
- TAMCO
- Transit Services of Frederick County
- TX Team
- United Healthcare
- UP County Family Services
- Urbana Fire Department
- US Department of Energy
- US Department of Health and Human Services
- Volunteer Frederick

### Services/Programs

Either through joint efforts with our collaborative partners or independently, the following services were designed and implemented by the Frederick Memorial Healthcare System Wellness Center.

- **12** blood pressure screenings attended by **250** participants
- **6** wellness lectures serving **223** members of the Frederick County Community.
- **3** mall wellness events specifically designed to address the general health issues of all ages for more than **1,500** community members
- **2** activities sponsored by the Frederick County Commission for Women and FMH Medical Fitness which provided information and screenings to more than **200** members of the community
- General health and wellness information event boxes, distributed to **4** elementary school events and Fort Detrick that reached over **1,750** individuals
- Physician Information and Referral Service for greater than **1,360** individuals and families.
- Wellness information sessions **3800** attendees at various businesses and community organizations.
- General health and wellness information distributed during **123** business events serving **16,375** members of the community.

### Employee Wellness Program

The Wellness Center in partnership with the FMH Human Resources Department, continued the Employee Wellness Program. This program, designed to address the specific health needs of members of the hospital family provided **130** events for over **1,880** members of the hospital staff and volunteers.

## Cancer Prevention Services

The FMH Wellness Center received two grants from The Cigarette Restitution Fund to provide tobacco education and cessation programs to the Frederick County community. Grant monies allowed **25** people to participate in smoking cessation classes, and helped to provide **35** smokers with one-on-one appointments with a Nurse Practitioner or Behaviorist. Classes were held at the Wellness Center, as well as several businesses in the community, including the YMCA and Metropolitan Steel.

Additionally, **750** education materials were provided to the Centro Hispano and HOPE VI/Housing authority, and **1,000** education materials were provided to the FMH Immediate Care and CorpOHS departments. A new initiative during the fiscal year was to offer education and cessation resources to the FMH inpatient out outpatient psychiatric programs. A total of **120** patients received the information. Also, an inpatient to outpatient referral process was initiated at FMH, which identified smokers who were interested in cessation resources. These individuals were provided one-on-one telephonic support. Smoking Cessation Programs also assisted over **1,900** members of the community in their journey to stop smoking.

Other community education efforts included:

- **3** major tobacco events: Kick Butts Day, World No Tobacco Day and the Great American Smokeout
- Smoking cessation promotion at **19** health fairs; **2,610** attendees
- **8** minority health events; **320** attendees

Additional efforts within the Healthcare System included:

- **2,159** participants in Maternal Child Health programs received cessation materials and incentives
- **1,750** brochures and incentives were provided to the FMH Stroke Program
- **21** persons with the FMH Walking Works program received education on smoking hazards, as well as cessation resources
- **30** brochures and incentives were given to the FMH Pediatric Asthma Program
- **34** FMH employees were education on stress and it's relation to smoking
- **7** Diabetes Program participants were educated on smoking hazards.

In total smoking cessation events reached over **11,099** community members

## Diabetes Services

Diabetes Healthcare Services offered through the Wellness Division supported the management of inpatient diabetic patients by staffing the hospital with one Nurse Practitioner and two Registered Nurses. Staff were certified by the American Diabetes Association as Diabetic Educators. These nurses evaluated and managed over **5,400** patients. In addition to patient education and disease management services offered to more than **6,400** members of Frederick County, the FMH Outpatient Diabetes Services provided monthly support groups for adults and school aged children and general community education which served more than **640** individuals.

This year the FMH Wellness Center piloted a new service by providing evaluation insulin management to outpatient diabetics. The outpatient Diabetic Nurse Practitioner gave care to more than **100** patients through this new service.

In partnership with several area businesses and community organizations, over **530** participants were screened for diabetes at the annual community screenings.

## Family Focus Program Services

The Wellness Center's Family Focus Program provides education and support to the core of our community – the family. The program works in conjunction with the **FMH BirthPlace** to provide expectant parents a preview tour of the birth facility. The Family Focus Program also helps parents prepare for the birth of their child by providing quality Childbirth and Parenting Education to thousands of parents every year. Siblings-to-be participate in the ever-popular “Small Wonder” program to help them welcome a new baby brother or sister. Family Focus has served over 8,783 community members.

Just like the family – this program continues to grow and thrive each year to benefit our community!

## Safety and Injury Prevention Programs

FMH continues to support Safe Kids Frederick County, a local coalition affiliated with Safe Kids Worldwide – the only grassroots, long-term effort dedicated solely to preventing unintentional injury – the number one killer of children age 0-14 years. FMH Wellness Center and Frederick County Health Department are the co-lead agencies. The co-lead agencies conduct **10 annual meetings** with representatives from the member agencies to discuss, plan, and develop a coordinated program of public awareness, education, legislative action and enforcement to help to prevent these unintentional injuries in Frederick County children. Access to low cost safety products is also offered to Frederick County families.

We have created unique partnerships with the following organizations and businesses to provide quality safety services to members of our community:

- American Red Cross
- Carroll County Health Dept.
- Child Care Choices
- Families Plus!
- Family Partnership
- Fitzgerald Auto Mall
- Frederick County Autism Society of America
- Frederick County Dept. of Emergency Planning
- Frederick County Dept. of Fire & Rescue Services
- Frederick County Head Start
- Frederick County Health Department
- Frederick County Highway Safety Task Force
- Frederick County Parks & Recreation
- Frederick County Public Schools
- Frederick County Sheriff's Department
- Frederick County Volunteer Fire & Rescue Association
- Frederick Memorial Hospital – Pediatrics Dept. & Neonatal ICU
- Frederick Peddlers
- Frederick Police Department
- Ft. Detrick First Steps Program
- Healthy Families Frederick
- Heartly House
- Kiwanis Club-Suburban Frederick
- Marriott International
- Maryland Poison Center
- Maryland State Police
- MIEMSS
- Parent Power (Mental Health Association)
- Priority Partners
- State Farm Insurance
- US Fire Administration
- Volunteer Frederick!
- YMCA of Frederick County

In FY'09 the following services were provided:

- **660** telephone consultations educating parents and caretakers on child safety issues
- **119** car seats rented/distributed to low income families or individuals having out of town guests with small children
- **539** individual car safety seat checks
- **59** parents/caregivers attended car seat training classes

- **1863** community members attended **17** Events/Safety Fairs. Five (**5**) of these events were held for ESL residents
- **102** bicycle & multi-sport helmets distributed & fitted properly
- **86** children participated in 2 bicycle rodeos
- **38** carbon monoxide detectors distributed to families without one in a home that is heated with a fossil fuel
- **11** smoke alarms distributed to families without one in their home
- **26** case managers at Frederick County Dept. of Social Services taught crash dynamics and child passenger safety awareness
- **14** cadets at Frederick Police Academy taught child passenger safety awareness
- **32** law enforcement officers, firefighters, EMTs and health educators child passenger safety technicians updated prior to their re-certification
- **37** law enforcement officers, firefighters, EMTs and health educators trained as child passenger safety technicians
- **2** firefighter child passenger safety technicians mentored through the initial part of their instructor candidacy process. They will complete their process in FY' 10
- **36** NICU nurses from around the state of Maryland taught child passenger safety for premature infants and angle tolerance testing protocols prior to discharge
- **72** children of FMH employees taught what to do "Till Help Arrives" and how to respond to someone who is choking at Bring Your Child to Work Day
- **368** community residents instructed in CPR/First Aid

The Injury Prevention Coordinator at FMH Wellness Center participates with the following county/state committees as an injury prevention expert.

- Frederick County Interagency Early Childhood Committee
- Frederick County Highway Safety Task Force
- Maryland Child Passenger Safety Advisory Board
- Maryland Occupant Protection Committee
- Safe Kids Maryland

## FMH Stroke Center of Excellence

On May 12, 2009 the Maryland Institute of Emergency Medical Service Systems (MIMES) granted the FMH Stroke Program a 5-year Center of Excellence designation. This is the highest designation level awarded by the state. Frederick County residents no longer have to be transported to neighboring facilities to receive acute stroke care. A program with the highest level of preparedness and State recognition is right here at Frederick Memorial Hospital.

FMH Stroke Program partners with Frederick County Emergency Medical Systems to provide annual **Stroke training**. This training ensures the first-responders are aware of Stroke signs and symptoms and also the most current treatments. The cooperation between these two entities enables the patient to have the best care possible at every stage of treatment.

The Stroke Program offers **free Stroke workshops** to people of Frederick County. The Stroke workshops increase awareness and provide details on stroke care and prevention. Attendees are given information on risk factors and steps they can take right away to change their own risk for stroke. At the conclusion of the workshop, attendees are able to name and identify stroke signs and symptoms and know what to do in case they or someone they know is having a stroke.

In a partnership with the Frederick County Diabetes Coalition, the Stroke Program has screened hundreds of area residents for Stroke and risk factors associated with Stroke. The Stroke program also teaches stroke prevention to the Power to Prevent classes offered by the Frederick County Health Department.

The Director of the FMH Stroke Center of Excellence has hosted and been invited to a number of groups and organizations to present information and educational materials about stroke and stroke prevention:

- WallMart 40
- Glade Valley Nursing Home 20
- Homewood Retirement Comm 30
- WallMart 35
- Home Depot 20
- FMH 15
- Women's Civic Club 40
- Maranatha Church of God 150
- Frederick Towne Mall 100
- Fred Cty Publi Schools 70
- FMH 20
- Frederick Kiwanis Club 20
- Christ Reform Church 20
- FMH Employee Health 20

- FMH Home Hlth Services 25
- Adventist Rehab Hospital 10
- Middletown Amvets 110
- FCC Nursing Students 50
- Md. Stroke Alliance Conf. 25

## **Pulmonary Rehabilitation Community Outreach Program Asthma Awareness/Smoking Cessation**

Tobacco continues to be the leading cause of preventable disease and death in the United States. Smoking harms nearly every organ of the body and generally diminishes the health of smokers. Quitting smoking has immediate as well as long term affects. People who stop smoking greatly reduce the risk of dying prematurely and lower their risk of heart disease, stroke, lung disease and other health conditions. Frederick Memorial Hospital's Community Outreach Program promotes a healthier community by offering both intermediate and intensive smoking cessation counseling as a service to the community. Smoking cessation facilitators provide information, resources and tools to treat tobacco use and dependence.

Asthma is a chronic lung disease with varying levels of severity and is characterized by exacerbations. With access to quality healthcare and appropriate medications, combined with an understanding of how to avoid specific environmental triggers, asthma is a controllable disease. The keys to control are knowledge, skill and behavior. The goal of Frederick Memorial Hospital's Community Outreach Program is to increase awareness of the fact that asthma is a significant health problem. FMH has two certified asthma educators (AE-C) dedicated to educating the community about this chronic disease that strikes so many throughout the state of Maryland, allowing for better disease management.

### **Programs**

#### First Annual Asthma Awareness Day



Frederick Memorial Hospital hosted the 1<sup>st</sup> Annual Asthma Awareness Day on May 27, 2009. The community was invited to come to the hospital to learn about the advances being made in self-management of asthma and symptomatic control of the disease. Speakers from the Environmental Protection Agency and Maryland Department of Health and Mental Hygiene joined us in efforts to educate our community about the importance of self-management of asthma. Free

portable pulmonary function test and pulse oximetry checks were offered. The Asthma Awareness Day Event reached approximately **60** individuals from the community in search for information on asthma.

#### Freedom From Smoking Facilitator Training Program

On June 10<sup>th</sup> and 11<sup>th</sup> staff attended the American Lung Association's Freedom From Smoking Facilitator Training Program. This was a workshop that provided an understanding of how to work with adults in a group setting along with opportunities to learn about nicotine addiction, facts about tobacco control and the content of the FFS Clinic sessions.

## The FMH Emergency Department



The FMH Emergency Department continues to be one of the busiest emergency departments in the State of Maryland. In fiscal year 2009, over 74,000 patient visits were recorded. The Frederick Memorial Healthcare System has been providing emergency care to the citizens of Frederick County ever since a one bed “Accident Room” was set-aside in 1905 on the first floor of the old Frederick City Hospital. Since that day, the doors have remained open 24 hours a day, 7 days a week, 365 days a year for nearly 107 years.

### Fast Track

To meet the growing needs of our community, a new 7 bed Fast Track was opened in March 2008. This clinical area is staffed by a Physician Assistant, R.N. and ED Technician. Hours of operation are 1100 – 2300 seven days per week. On any given day, approximately 40 – 50 patients are treated and released from the Fast Track area with a length of stay averaging 95 minutes.



The Shields Emergency Department is one of the largest emergency departments in the region.

With over 24,000 square feet, the ED houses:

- 50 beds and treatments rooms
- 14 general-purpose rooms
- 5 Crisis rooms
- 1 SAFE Room
- 15 Acute care beds
  - CT scanner dedicated to ED patients only
  - X-ray suite dedicated to ED patients only

The FMH Emergency Department has forged strong working relationships with the Frederick County School System, the Frederick County Court System, and community law enforcement agencies. Many of the community benefit programs offered by the Emergency Department are the result of collaborative efforts between these agencies and organizations and Frederick Memorial Hospital's ED staff.

### **Community Benefit Programs**

The Emergency Department in conjunction with the above mentioned organizations have developed the following programs:

1. SAFE Program
2. The Take a Moment Program

#### 1. SAFE Program

The SAFE program provides services to victims of acute sexual assault and abuse of all ages. Since the beginning of the program in October 1997, over 383 victims have been served by the program. There are 9 nurses who currently provide 24 hour on call services and response when a victim presents to the ED. The Maryland Board Of Nursing has certified these individuals after completing extensive training as Forensic Nurse Examiners (FNE's). Currently the staff is comprised of: Katherine Lecomte R.N., Safe Coordinator, Kim Day, R.N., Rebecca Marrone, R.N., Michelle Seavolt, R.N., Helen Dickison, R.N., Kara Linthicum, R.N., Lorena Mauney, R.N. (who is certified as a spanish translator), Brooke Bae, R.N., and Julie Shank, R.N.

In addition to providing medical forensic evidentiary examinations to victims, they also do suspect examinations, and education for law enforcement officers, Heartly House staff and community groups. Most recent community education about our SAFE team and the services we offer, included classes to our Hispanic community Even Start Programs.

#### Programs:

- In response to a recent Sexual Assault in a Frederick County high school, our SAFE program coordinator and other members of the team have worked with the Frederick County elementary and middle school staff on the curriculum for safety. They have presented the services that FMH offers to the crisis and health educators in the schools.
- The SAFE Team has presented four classes to the students at Mt. St. Mary's University (Navigating Your Independence) (10- 20 participants per class)
- SAFE Team staff are all members of the Frederick County Domestic Violence Fatality Review Board, and the Frederick County Domestic Violence Coordinating Council, and they were an intricate part of the White Ribbon Campaign. (100 participants at opening )
- At the request of the Youthful Offenders Program, now utilized in Frederick County, SAFE presents a class on the Cycle of Domestic Violence and Safe dating. Our SAFE team had partnered with a local church to set up Wednesday afternoon "cookie time" with the middle and high school students to facilitate relationships and assess needs of at risk students.

At the request of the Frederick County Sheriff, and the Brunswick and Frederick City Police Academies, the SAFE program is presented to help orient new recruits about the vulnerabilities of rape victims, and to educate seasoned officers about the proper use of forensic evidentiary kits. In providing this important and specialized training, the program reaches and impacts a dramatically underserved population who would otherwise have no access to critical – and time-sensitive – healthcare; and to the judicial system.

Program Presentations

- Frederick County Sheriff’s Office Academy Training 15 Officers
- Frederick County Sheriff’s Office Crime Team Training 10 Officers
- Frederick City Police Academy 15 Officers
- Frederick County School Resource 6 Officers
- Heartly House Advocate Training 6 Advocates

The FMH SAFE program has impacted the lives of many women who have been the victims of sexual assault. The SAFE Program extends beyond the boundaries of Frederick County, and has helped the residents of our neighboring counties.

2. The “Take a Moment” Program

The Take a Moment program was developed at the request of the Frederick County Court System, and the Frederick County and Frederick City law enforcement agencies who identified the need to present a “drunk driving” awareness program. This program is now shown at special times. Take a Moment targets offenders convicted of driving while intoxicated, and is designed to show the consequences of driving under the influence of drugs or alcohol. The target audience is new military personnel who live and work in the area, and students of local high schools.

The program is a two-part presentation:

- A program focusing upon “Choices and Their Consequences” is presented to participants, and they are shown pictures from fatality scenes that graphically depict the results of poor choices.
- Participants engage in “role play” scenarios wherein one is a patient and the other a healthcare worker having to deal with an intoxicated patient. The patient is placed in restraints, and the unpleasant procedure known as a gastric lavage (having your stomach pumped) is demonstrated.

Program Presentations

The Victim Impact Panel presents the “Take A Moment” program every other to offenders of driving under the influence, who are ordered by the court to attend this program.

Take A Moment was provided to new personnel stationed at local military facilities:

- Fort Detrick                      200 personnel
- Private High School        300 students
- Mt St Mary's University    30 students

Frederick County Court System's rate of recidivism statistic is used as the gauge by which the program's efficacy is measured. The rate of recidivism has declined since the implementation of this program in Frederick County. Mothers Against Drunk Driving (MADD) supports the Take a Moment Program. Their evaluations provide feedback to the FMH Emergency Department staff and the State Police instructors.

### Perioperative Services Open House



FMH's Perioperative Services hosted their second annual Open House on Saturday, November 1, 2008. Hundreds of attendees got a look at FMH's surgical suites from the pre-operative area, into two operating rooms and back out into the post-anesthesia care unit (PACU). The open house was a very hands-on event, with visitors getting the chance to don gowns, caps, gloves and booties and pick up just about anything they wanted to inspect -- including trying their hands at laparoscopic 'surgery' (removing gummie snakes and reptiles from a simulated abdomen).

## Preventive Cardiology and Rehabilitation Medical Fitness Program

The FMH Medical Fitness program is a medically supervised fitness program that helps special populations promote health, improve physical fitness and enhance the quality of their life through exercise, education and service. The Medical Fitness program is recommended for people with health concerns such as high blood pressure, heart disease, diabetes, lung disease, circulatory problems and weight issues.



Evidence clearly supports that regular exercise improves quality of life. Many people who live day to day with the challenges associated with a number of conditions and diseases miss out on the healthy benefits of routine exercise because of the fears associated with cardiovascular workouts. The staff at Medical Fitness consists of registered nurses and degreed exercise physiologists trained and certified in BLS and Advanced Cardiac Life Support. The staff prepares an individualized exercise program for each participant and monitors the exercise routine. Included in this program is regular blood pressure readings, glucose measurement (as needed), exercise prescription, from our staff (as needed) and regular feedback

and communication with physicians. Sign language and foreign language interpreters are also used when needed. The Medical Fitness program was provided **free of charge to 10 patients** in FY 09. These patients must attend the fitness programs regularly.

The gratis participants in the program remain in excellent health. Their energy levels, range of motion, cardiovascular condition and overall health is exponentially better than if they had not had access to a medically supervised exercise program.

## Training & Organizational Development Department

The Training and Organization Development Department supports FMH mission, vision, and strategic goals by helping to develop the skills and competencies of FMH staff. Competent and skilled staff contribute to customers choosing FMH as their health care provider of choice.

FMH has signed student affiliation agreements with colleges whose programs include: nursing, imaging, and rehabilitation. These collaborative efforts allow students the opportunity to complete a clinical rotation at FMH. Schools throughout Maryland, as far as the Eastern Shore, have signed affiliation agreements with FMH.

Given the shortage of both nursing and allied health professionals, many schools have looked to increase enrollment in these programs. Any increase in enrollment has meant the need for additional clinical placements. During FY09 FMH continued its partnership with the new nuclear medicine course at Frederick Community College, helping in an advisory role and clinical rotation site. This course was started based upon the severe shortage of nuclear med technicians throughout the state of Maryland. FMH is proud to provide clinical placements for these students.

### Community Benefit Services



Clinical placements at FMH provide a real-world environment in which the students may observe, learn, and practice their skills under the direct supervision of a licensed practitioner. Structuring a positive student clinical has led to many students applying for open positions at FMH. In addition, FMH provides direct financial support to Frederick Community college enabling it to offer associate degree programs in nursing, respiratory therapy, and nuclear medicine.

### Outcomes Assessment

Every program is evaluated via regular contact with school faculty, the completion of a student evaluation, as well as feedback from the hospital department staff. Modifications to the clinical rotations have been made when warranted.

### Presentation Schedule

Students are placed at FMH year round, with the busiest periods being in the spring and fall. On average, during a spring or fall semester, about 130 nursing students from a variety of colleges could be completing a clinical rotation at FMH. Imaging and rehabilitation students number from 1 to 5 in any given semester.

Support of Frederick Community College (FCC)



Students on FCC Campus

Monetary support paid to FCC to help fund their allied health and nursing program = \$100,000.00. In addition, FMH pledged \$40,000.00 to FCC through the Maryland Hospital Association's "Partners in nursing program".

Finally, FMH also provides space and phone at no charge for a training lab valued at \$1032.48 monthly and the phone service we provide is valued at \$60.40 per month = \$13,114.56. The total support of FCC comes to \$153,114.56

Support of business and educational partnerships through the Frederick County Chamber of Commerce (FCBRE).

FMH is a founding member of the **Frederick County Business Roundtable for Education**. This group supports, amongst other initiatives, educational internships for high school students, career fairs highlighting the math and science jobs available within Frederick County, and continuing educational programs for public school teachers.

FMH provides committee members who dedicate their time and ideas to this effort, along with an annual monetary pledge of \$10,000.00.

## The FMH Auxiliary Prenatal Center

The FMH Auxiliary Prenatal Center – made possible in part by a \$500,000 pledge by the FMH Auxiliary – provides prenatal care for women with no insurance - or with Medicaid programs who are unable to obtain care from other providers. Many of the women in the Prenatal Center’s programs are high-risk pregnancy patients, and many of the women present with medical conditions of which they are unaware, that may pose significant risk to full-term fetal development. The staff of the FMH Auxiliary Prenatal Center – 2 nurse midwives, a medical assistant, a department assistant, and an interpreter – under the direction of Dr. Edwin Chen, Medical Director for the Prenatal Center, and Dr. Wayne Kramer, perinatology consultant with the practice of Mid Maryland Perinatology Associates, are able to diagnose and treat these underlying conditions before they adversely affect the course of the pregnancy.



Access to the FMH Auxiliary Prenatal Center is mainly through referrals from the Frederick County Health Department (FCHD), and the Frederick County Mission of Mercy. Women who suspect that they may be pregnant are given a pregnancy test through either organization. If the pregnancy test was provided by the FCHD, and the results indicate that they are pregnant, they are enrolled in the FCHD’s Healthy Start Program. If the pregnancy test was administered by the Mission of Mercy, and the results are positive, the women are given the option of staying with the Mission of Mercy program – or enrolling in the FMH Auxiliary Prenatal Center’s prenatal care program. (If the Mission of Mercy determines that there are factors present that may indicate a compromised pregnancy, the patients are not given an option, but are sent directly to the FMH Prenatal Center.) The vast majority of patients who are given the option of continuing with the Mission of Mercy, or having their prenatal care provided by the FMH Prenatal Center opt for the later choice. Before the FMH Prenatal Center opened, there was a backlog of 80 patients waiting to be seen at the Mission of Mercy. The opening of the Prenatal Center has completely eliminated that backlog of patients. There is no waiting time at all at the Mission of Mercy.

The Frederick County Health Department’s Healthy Start Program, and programs through the Mission of Mercy provide education, and assistance in locating community resources, signing up for medical assistance programs, and enrolling in the FMH Auxiliary Prenatal Center program. Those women, who are not eligible for Medical Assistance, are sent to Frederick Memorial Hospital where a financial counselor will work with them to determine a payment scale that best suits their situation and circumstance. If it is determined that there is no reasonable expectation of payment, the patient is nevertheless given access to the FMH Auxiliary Prenatal Center’s services as a recipient of uncompensated, charity care.

In FY 2009, the FMH Auxiliary Prenatal Center logged 3,160 patient visits. All patients were residents of Frederick County.

Patient demographics are as follows:

5% African-American, 30% Caucasian, 60% Hispanic, 5% Asian, and 5% “other,” i.e. French.

The services of the Prenatal Center’s on staff Spanish Interpreter were required in 46% of the visits. 83% of the patients seeking care are Frederick City residents, and the remainder live within Frederick County.

The most important statistic is that an estimated 95% of the patients being cared for at the FMH Auxiliary Prenatal Center had no health care at all before entering the FMH program.

FMH has delivered 247 healthy babies from Prenatal Center patient mothers in FY 2009. Only 12 (4.8%) newborns required a short stay in the hospital’s Billy Miller Neonatal Intensive Care Unit.

## **Community Contributions**

FMH receives numerous requests for financial support from a wide variety of worthy community organizations. The FMH Department of Marketing and Communications serves as the Healthcare System’s clearing house for vetting the many requests. While the hospital helps whenever and wherever it can in providing in-kind contributions of time and talent; cash contributions are used to support those organizations or community initiatives that espouse a cause that is most in keeping with that of the Healthcare System’s mission to contribute to the health and well being of area residents.

Heartly House is a nationally recognized organization dedicated to combating domestic violence, and providing shelter, legal assistance and transitional housing to victims. FMH works closely with Heartly House, as advocates from that organization often accompany women to the FMH Safe Program describe above, and observe the process of forensic examinations. We assisted Heartly House with their lifesaving work by helping them publicize their services and by print materials for their fundraising events.

While some of the assistance FMH provided was in the form of purchasing advertising space in local publications, some in-kind contributions in time and talents proved to be even more valuable to the organization.

Total Heartly House contributions = \$2,500

Other community events to which the Healthcare System contributed:

• Asian Lunar New Year Diversity Event	\$1,000
• Community Foundation Golf Tournament	\$ 750
• Mental Hlth Ass. Of Frederick - Catoctin Affair	\$2,000
• Mental Hlth Ass. Of Frederick – Guide to Services	\$2,500
• Leadership Montgomery	\$ 300
• Mission of Mercy	\$ 500
• Frederick Marathon	\$5,000
• Indian Association of Frederick	\$ 250

The Department of Marketing and Communications has contracted with Nassau Broadcasting and Clear Channel radio to broadcast a health awareness program called “FMH Medical Minute.” The 60-second spots air on 4 radio stations: WWEG – 106.9, WAFY 103.1, WFRE – 99.9, and WFMD 930 am. The spots are not advertisements for services or programs. They are educational in nature, and inform the public about topics such as:

- Signs and symptoms of heart attack
- Weight management and nutrition
- Sleep apnea
- Hospice care
- Stroke prevention

Investment in FY 09 = \$15,000.00

## **Mission Driven Health Services**

The mission of Frederick Memorial Healthcare System is to contribute to the health and well-being of area residents by providing quality healthcare in a caring, cost efficient and convenient manner through a coordinated program of prevention, diagnosis and treatment, rehabilitation, and support.

In order to fulfill our mission, The Healthcare System has entered into a number of exclusive contracts and/or subsidy arrangements with hospital based physicians/physician groups. These arrangements provided for timely patient care in a cost effective manner, and allow for efficient allocation of physician time and resources.

The following specialty practice physicians are subsidized to be on-call, 24/7 at FMH:

- Hospitalists  
FMH Hospitalists are specialists trained in the care of hospitalized patients. They provide care to the patients of those physicians with whom they have established a relationship, and assume the medical management of the patient throughout the duration of their hospital stay. The hospitalists also provide care to those patients who do not have a primary care physician and/or are uninsured.

- **Intensivists**  
The FMH Intensivist program was initiated as an adjunct service for the expansion of the FMH Heart Service line. With the advent of the Interventional Cardiology Program, it was necessary to have 24/7 specialty care in the Intensive Care unit. Intensivists are physicians who have special training in critical care medicine. The specialty requires additional fellowship training for physicians who complete their primary residency training in internal medicine, anesthesiology, or surgery. Research has demonstrated that ICU care provided by intensivists produces better outcomes and more cost effective care.
- **Obstetricians**  
FMH's recent designation as a Neonatal Intensive Care center has increased the number of high-risk pregnancies choosing to delivery in our BirthPlace. An increase in our demographic profile of those individuals less likely to have adequate – or any – prenatal care has also increased the probability that immediate/emergent obstetrical care be available. Our obstetric on-call schedule permits for that need 24/7.
- **Emergency Physicians**  
FMH's Emergency Department is the third busiest ED in Maryland, registering over 65,000 annual patient visits. Because of the nature of our growing community, and the severity of the emergencies encountered, it is increasing necessary to provide around-the-clock physician specialty care. A variety of specialty and sub-specialty physicians are on call to provide the emergent care 24/7.
- **Anesthesiologists**  
In addition to the on-site, 24/7, OB anesthesiology coverage, FMH has a "first-call" anesthesiologist available to cover emergency cases should the in house anesthesiologist be occupied with another patient. The availability of an on-call anesthesiologist has decreased the time interval between diagnoses and surgical intervention, resulting in significantly better patient outcomes.
- **Interventional Cardiologist**  
FMH contracted a group of Interventional Cardiologist to provide 24-hour service for emergency angioplasty services. The Interventionalists are available 7-days a week and are serve as the Code Heart Team leaders when responding to an emergency situation.

**Total Net Community Benefits by Category:**

Community Health Services	\$1,403,054
Health Professions Education	\$113,096
Mission Driven Health Services	\$9,521,644
Financial Contributions	\$60,250
Charity Care	\$5,877,400
<b>Total Community Benefit</b>	<b>\$16,945,444</b>

## APPENDIX 1

### Charity Care Policy Information to Patients

Frederick Memorial Healthcare System posts its charity care policy and financial assistance contact information in admission areas, the FMH Emergency Department, and in all of our satellite facilities in areas where eligible patients are likely to present.

FMH provides a summary of the Charity Care Policy and financial assistance contact information to all patients at the time of admission to the hospital.

FMH admissions personnel discuss the availability of various government benefits such as Medicaid or state programs with patients and/or their family members, and they assist patients with qualification for the programs.

#### **For Patients** Financial Assistance

##### **The Frederick Memorial Hospital Financial Assistance Program**

Frederick Memorial Hospital is committed to being the most trusted health care provider in our community. That involves a commitment to provide accessible services to individuals who do not have the resources to pay for necessary care.

Frederick Memorial Hospital has a financial assistance program that offers free or discounted services to patients who qualify. Applications and information are available through the financial counselors, cashiers and in patient registration areas. Your hospital bill will not include fees charged by non-hospital-employed physicians. These fees will appear on separate bills, sent to your home, from the physicians who perform the services.

For more information, visit one of our patient registration areas, or call Financial Counseling at 240-566-3311.

#### **Para Nuestros Pacientes** Ayuda Financiera

##### **El Programa de Ayuda Financiera del Hospital Memorial de Frederick**

El Hospital Memorial de Frederick se compromete a ser el mejor proveedor de cuidados de salud en nuestra comunidad. Esto significa el cumplir con nuestro compromiso a proveer servicios accesibles a aquellas personas que no tienen los recursos para pagar por el cuidado necesario.

El Hospital Memorial de Frederick tiene un programa de ayuda financiera que ofrece a los pacientes que califican cuidado gratis o a un descuento. La aplicación y la información acerca de este programa se pueden obtener a través de nuestros Consejeros Financieros, las Cajeras, y en las áreas de inscripción del hospital. Recuerde que el cobro del hospital no incluirá cobros de los doctores que lo atendieron en el hospital. Éstos enviarán por separados sus cobros.

Para obtener más información favor visitar una de nuestras áreas de inscripción, o llame a la oficina de los Consejeros Financieros marcando el 240-566-3311.

## Appendix 2

### Charity Care Policy

#### Payment Services for FMH Patients

Frederick Memorial Hospital (FMH) is dedicated to providing patients with the highest quality of care and service. To assist our patients, and to comply with Maryland state law, FMH offers the following information.

#### Hospital Financial Assistance

FMH provides emergency or urgent care to all patients regardless of their ability to pay. Under the FMH financial assistance policy, you may be entitled to receive financial assistance for the cost of medically necessary hospital services if you have a low income, do not have insurance, or your insurance does not cover your medically-necessary hospital care and you are low-income.

FMH financial assistance eligibility is based on gross family income and family size of the patient and/or responsible person. Annual income criteria used will be 200% of the most current poverty guidelines published yearly in the Federal Register. Assets and liabilities will also be considered. Financial assistance is given in increments of 25%, 50%, 75% and 100%.

If you wish to get more information about or apply for FMH Financial Assistance, please call 240-566-4214 or download the uniform financial assistance application at [http://www.hscrc.state.md.us/consumers\\_uniform.cfm](http://www.hscrc.state.md.us/consumers_uniform.cfm). Financial Assistance applications are also available at all FMH registration areas.

#### Patient Rights

Those patients that meet the financial assistance policy criteria described above may receive assistance from the hospital in paying their bill. If you believe you have been wrongly referred to a collection agency, you have the right to contact the FMH business office at 240-566-3330.

You may be eligible for Maryland Medical Assistance. Medical Assistance is a program funded jointly by the state and federal governments and it pays the full cost of health coverage for low-income individuals who meet certain criteria. In some cases, you may have to apply and be denied for this coverage prior to being eligible for FMH financial assistance.

For more information regarding the application process for Maryland Medical Assistance, please call your local Department of Social Services by phone 1-800-332-6347; TTY:1-800-925-4434; or internet [www.dhr.state.md.us](http://www.dhr.state.md.us). We can also help you at FMH by calling 240-566-3862.

#### Patient Obligations

For those patients with the ability to pay, it is their obligation to pay the hospital in a timely manner. FMH makes every effort to see that patient accounts are properly billed, and patients may expect to receive a uniform summary statement within 30 days of discharge. It is the patient's responsibility to provide correct insurance information.

If you do not have health coverage, we expect you to pay the bill in a timely manner. If you believe that you may be eligible under the hospital's financial assistance policy, or if you cannot afford to pay the bill in full, you should contact the business office at 240-566-3330.

If you fail to meet the financial obligations of this bill, you may be referred to a collection agency. It is the obligation of the patient to assure the hospital obtains accurate and complete information. If your financial position changes, you have an obligation to contact the FMH business office to provide updated information.

#### Physician Services

Physicians who care for patients at FMH during an inpatient stay bill separately and their charges are not included on your hospital billing statement.

## Appendix 3

### Description of Mission/Vision/Value Statements

While the composition of the individual FMH Mission, Vision and Value statements is not extraordinary – the orchestration of the three to create a harmonious whole – is exceptional.

#### FMH Mission Statement

The Mission Statement is quite ambitious, and describes in a single sentence the purpose to which the employees and staff have dedicated their professional lives. In addition to purpose, our Mission Statement characterizes the parameters within which our operations are delivered, and details the programs through which services are rendered. But more than that, the FMH Mission Statement anchors the Frederick Community by solidifying a commitment to care that has never faltered. There is a stability to the words that suggests competency, compassion and confidence. They are comforting words to the citizens of our community, and remain steadfast and true regardless of world condition or personal circumstance.

#### FMH Statement of Values

Our Value Statement reflects those qualities of comportment and service delivery in which we believe as an organization. These attributes dovetail with our Mission Statement in that they describe the philosophy that directs our business operations and governs our provision of care. Each statement is powerful as a stand-alone expression of purpose and belief; but together they provide the foundation upon which the Frederick Memorial Healthcare System has been built.

#### FMH Vision

As powerful as our Mission and Values Statements are, it is our Vision Statement that most directly governs day-to-day operations, provision of care, and the personal comportment of employees and staff. **Superb Quality. Superb Service. All the Time.**

These seven words are the ideals to which we aspire every single day. They guide our business practices, our interactions with our customers and visitors, the care delivered to every patient, and the degree of respect with which we treat one another.

**Appendix 4**  
**Mission/Vision/Value Statements**

# **VISION**

---

**SUPERB QUALITY. SUPERB SERVICE.**

*All the time.*

# **MISSION**

---

The mission of Frederick Memorial Healthcare System is to contribute to the health and well-being of area residents by providing quality healthcare in a caring, cost efficient, safe and convenient manner through a coordinated program of prevention, diagnosis and treatment, rehabilitation, and support.

# **VALUES**

---

*We believe in.*

**Quality • Responsibility • Stewardship • Respect & Dignity**  
**Empowerment • Honesty & Integrity • Collaboration & Teamwork**