

Dimensions Healthcare System

Laurel Regional Hospital

**COMMUNITY BENEFITS REPORT
FOR THE FISCAL YEAR
JULY 1, 2011 – JUNE 30, 2012**

Laurel Regional Hospital

7300 Van Dusen Road
Laurel, Maryland 20707
301-725-4300

INTRODUCTION AND BACKGROUND:

HSCRC Community Benefit Report:

The Health Services Cost Review Commission's (HSCRC or Commission) Community Benefit Report, required under §19-303 of the Health General Article, Maryland Annotated Code, is the Commission's method of implementing a law that addresses the growing interest in understanding the types and scope of community benefit activities conducted by Maryland's nonprofit hospitals.

The Commission's response to its mandate to oversee the legislation was to establish a reporting system for hospitals to report their community benefit activities. The guidelines and inventory spreadsheet were guided, in part, by the VHA, Catholic Health Association (CHA), and others' community benefit reporting experience, and was then tailored to fit Maryland's unique regulated environment. The narrative requirement is intended to strengthen and supplement the qualitative and quantitative information that hospitals have reported in the past. The narrative is focused on (1) the general demographics of the hospital community, (2) how hospitals determined the needs of the communities they serve, and (3) hospital community benefit administration.

LAUREL REGIONAL HOSPITAL:

Laurel Regional Hospital was founded in 1978 and is a not-for-profit, full-service community hospital serving residents of Prince George's County and portions of Anne Arundel, Howard, and Montgomery counties. Laurel Regional Hospital is conveniently located in Laurel, Maryland and is a member of Dimensions Healthcare System. In addition to providing high quality, efficient healthcare services, Laurel Regional Hospital also offers a variety of free health, wellness, and education programs to the communities it serves.

Leadership: Chairman, Board of Directors – C. Philip Nichols, Jr.

CEO – Neil Moore

President & Chief Operating Officer – John Spearman

Chief Nursing Officer – Gloria Ceballos

Location: 7300 Van Dusen Road, Laurel, Maryland 20707

Facility type: Full-service community hospital

Licensed Bed Designation: 157

Inpatient Admissions for FY 2012: 6,457

No. of employees: 739

Services:

Laurel Regional Hospital provides a comprehensive range of inpatient and outpatient services including:

- Behavioral Health Services (with an inpatient psychiatric unit for adults and outpatient partial hospitalization program)
- Cardiac Catheterization (diagnostic peripheral vascular studies, cardioversions, TEE's, pacemaker insertions)
- Cardiopulmonary Services (Echo, EKG, Stress tests, EEG, PFT)
- Critical Care Services (includes coronary care and 10-bed intensive care unit)
- Diabetes Services (inpatient and outpatient services)
- Emergency Services (24-hour emergency care)
- Infusion Services (outpatient intravenous infusion services)
- Maternal and Child Health (obstetrics, anesthesia, and nursery services)
- Medical / Surgical Services (virtually all adult specialties performed)
- Physical Rehabilitation (only hospital-based accredited inpatient rehabilitation unit in Prince George's County)
- Pulmonary Rehabilitation (outpatient pulmonary rehabilitation program)
- Sleep Wellness Center (sleep medicine services)
- Specialty Care Unit (chronic care specialty unit providing comprehensive nursing care in a full-service hospital environment)
- Wound Care & Hyperbaric Medicine Center (wound treatment and healing services)

Facilities:

- The emergency department includes 14 acute rooms; 10 intermediate rooms; 6 fast track rooms (ambulatory care) and one resuscitation/trauma room; 4 isolation rooms and 3 more that can be converted to negative pressure isolation rooms; POC (Point of Care) lab, and blood bank located in the main lab.
- In-house Infusion Center includes 5 rooms and 2 beds.
- In-house Specialty Care Unit includes 46 beds.
- Surgical services houses 7 operating suites, a 10-bed intensive care unit, cardiac catheterization lab and 2 endoscopy suites.

Ownership:

Laurel Regional Hospital is a member of Dimensions Healthcare System, the largest provider of healthcare services in Prince George's County. Dimensions Healthcare System also includes Prince George's Hospital Center, Cheverly, Maryland, and Bowie Health Center, Bowie, Maryland.

Reporting Requirements

- I. GENERAL HOSPITAL DEMOGRAPHICS AND CHARACTERISTICS:
1. Please list the following information in Table I below. For the purposes of this section, "primary services area" means the Maryland postal ZIP code areas from which the first 60 percent of a hospital's patient discharges originate during the most recent 12 month period available, where the discharges from each ZIP code are ordered from largest to smallest number of discharges. This information will be provided to all hospitals by the HSCRC.

Table I

Bed Designation:	Inpatient Admissions:	Primary Service Area Zip Codes:	All other Maryland Hospitals Sharing Primary Service Area:	Percentage of Uninsured Patients, by County:	Percentage of Patients who are Medicaid Recipients, by County:
157 + 9 Bassinets	6,457	20707, 20708, 20705, 20724, 20904, 20723, 20770, 20706, 20740, 20783, 20784	Washington Adventist Hospital Howard County General Hospital Doctors Community Hospital Holy Cross Hospital Prince George's Hospital Center	LRH total patient population: 7.3% Prince George's: 4.3% Anne Arundel: 1.6% Howard: 0.7% Montgomery: 0.5%	LRH total patient population: 34.5% Prince George's: 27.6% Anne Arundel: 2.3% Howard: 1.7% Montgomery: 2.3%

PRIMARY SERVICE AREA DEMOGRAPHICS:

Laurel Regional Hospital's (LRH) Primary Service Area (PSA) is made up of 12 zip code areas within northern Prince George's County and portions of Anne Arundel, Howard and Montgomery counties.

The counties within the LRH PSA are affluent, Howard County being the wealthiest with a median household income of \$103,273. Montgomery County has the largest population with an estimated 989,794 residents. In Prince George's County more than half the population, 65.4%, is African American compared to the other counties, with predominantly White populations, making it one of the few majority-minority counties in Maryland. Much like other counties throughout Maryland and the nation, each of these counties has challenges concerning the administration of health services. The bulk of those challenges are due to lack of access to health care, especially primary care, a

high uninsured population, and disparate health among ethnic groups.

Smoking, obesity, high blood pressure and diabetes are health risk factors within all of the counties however Prince George's and Anne Arundel counties appear to have higher percentages for risk for premature death in those areas. This is most likely due to the inability to access healthy foods and primary care services. Prince George's County represents the largest portion of the PSA and faces the greatest health challenges when compared to neighboring counties. Data provided in this report will show that socioeconomic status and healthcare access affect health outcomes and contribute to any disproportionate care within the populations served in the service areas.

2. For purposes of reporting on your community benefit activities, please provide the following information:

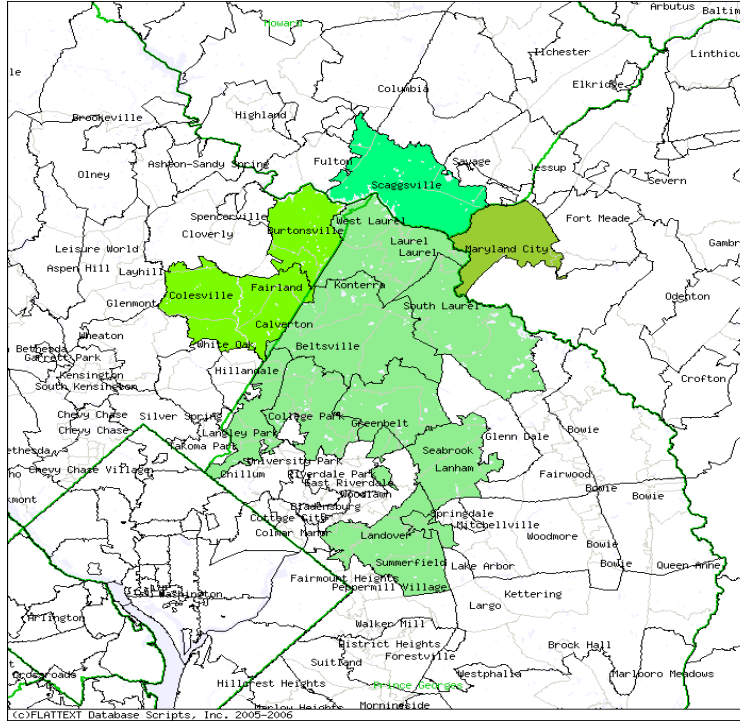
a. Describe in detail the community or communities the organization serves. (For the purposes of the questions below, this will be considered the hospital's Community Benefit Service Area – "CBSA". This service area may differ from your primary service area on page 1.) This information may be copied directly from the section of the CHNA that refers to the description of the Hospital's Community Benefit Community.

Much like the LRH PSA, the LRH Community Benefit Service Area (CBSA) is unique due to the fact that it covers portions of four different counties. However LRH's CBSA differs from its PSA in that it encompasses only eight of the zip code areas found in the PSA. The zip code areas in the LRH CBSA are: 20705, 20706, 20707, 20708, 20723, 20724, 20866, and 20904. Four of these zip codes are in Prince George's County, one in Anne Arundel County, one in Howard County and two in Montgomery County.

Patients from these zip code areas make up approximately 60% of LRH's total inpatient and outpatient admissions. Patients from Prince George's County represent about 43% of these admissions while patients from Anne Arundel, Montgomery, and Howard counties represent 6%, 5.7%, and 5% respectively. An estimated 234,985 people make up the LRH CBSA. The LRH CBSA has a population that is 46% African-American, 26.1% White (non-Hispanic), 14.6% of Hispanic origin, 10.2% of Asian origin, and 3.1% of other ethnic origin.

In terms of identified need, once again, it should be noted that zip code areas in Prince George's County have been identified to have the greatest need for health services to improve health status and disparities. At 7.9%, Prince George's County has the highest percentage of households with incomes below the federal poverty line as well as higher percentages of uninsured (15%), Medicaid recipients (15.7%) and the highest mortality rate (747.8/100,000 people). As discussed later in the report, it has been the focal point of a number of studies to improve access to care and health outcomes.

LRH COMMUNITY BENEFIT SERVICE AREA FY 2012



CBSA Zip Codes	City	Population	County
20705	Laurel	26,188	Prince George's
20706	Lanham	38,692	Prince George's
20707	Laurel	31,538	Prince George's
20708	Laurel	25,546	Prince George's
20723	Laurel	28,972	Howard
20724	Laurel	16,093	Anne Arundel
20866	Burtonsville	13,344	Montgomery
20904	Silver Spring	54,612	Montgomery

COMMUNITY BENEFIT SERVICE AREA (59.5%)	
PRINCE GEORGE'S COUNTY REFERRAL AREA (42.9%)	
ANNE ARUNDEL COUNTY REFERRAL AREA (5.7%)	
HOWARD COUNTY REFERRAL AREA (5.0%)	
MONTGOMERY COUNTY REFERRAL AREA (6.0%)	

(Percent of total inpatient and outpatient discharges)

b. In Table II, describe significant demographic characteristics and social determinants that are relevant to the needs of the community and include the source of the information in each response. For purposes of this section, social determinants are factors that contribute to a person’s current state of health. They may be biological, socioeconomic, psychosocial, behavioral, or social in nature. (Examples: gender, age, alcohol use, income, housing, access to quality health care, education and environment, having or not having health insurance.)

Table II

<p>Community Benefit Service Area(CBSA) Target Population (target population, by sex, race, and average age)</p>	<p>CBSA Population: 234,985 Sex M – 47.5% F – 52.5% White (non-Hispanic)– 26.1% African-American – 46% Hispanic/Latino –14.6% Asian –10.2% Other Race –3.1% Median Age: 35 <i>Source: U.S. Census Bureau, 2011 American Community Survey (ACS)</i></p>
<p>Median Household Income within the CBSA (county level)</p>	<p>Prince George’s County: \$71,260 Anne Arundel County : \$83,456 Howard County: \$103,273 Montgomery County: \$93,373 <i>Source: US Census Bureau, 2011 QuickFacts</i></p>
<p>Percentage of households with incomes below the federal poverty guidelines within the CBSA</p>	<p><u>County level</u> Prince George’s County: 7.9% Anne Arundel County : 5.3% Howard County: 4.2% Montgomery County: 6% <i>Source: US Census Bureau, 2011 QuickFacts</i></p>
<p>Please estimate the percentage of uninsured people by County within the CBSA This information may be available using the following links:</p>	<p>Prince George’s County: 15% Anne Arundel County : 6.8 Howard County: 8.5% Montgomery County: 11.7% <i>Source: U.S. Census Bureau, 2011 ACS</i></p>

<p>Percentage of Medicaid recipients by County within the CBSA.</p>	<p>Prince George's County: 15.7%</p> <p>Anne Arundel County : 9%</p> <p>Howard County: 7%</p> <p>Montgomery County: 9%</p> <p><i>Source: US Dept. of Health & Human Services,2009 Community Health Status Indicator (CHSI)</i></p>																																			
<p>Life Expectancy by County within the CBSA.</p>	<p><u>All races (White & Black)</u></p> <p>Prince George's County: 78.6 years</p> <p>Anne Arundel County : 79.6 years</p> <p>Howard County: 81.6 years</p> <p>Montgomery County: 83.7 years</p> <p><i>Source: Maryland Vital Statistics Annual Report, 2011</i></p>																																			
<p>Mortality Rates by County within the CBSA (including by race and ethnicity where data are available).</p>	<p>Prince George's County : 747.8/100,000</p> <p>Anne Arundel County : 726.5/100,000</p> <p>Howard County: 631.4/100,000</p> <p>Montgomery County: 528.4/100,000</p> <p><i>Source: Maryland Vital Statistics Profile: 2011</i></p>																																			
<p>Access to healthy food, transportation and education, housing quality and exposure to environmental factors that negatively affect health status by County within the CBSA. (to the extent information is available from local or county jurisdictions such as the local health officer, local county officials, or other resources)</p>	<p>Risk factors for premature death in CBSA Counties:</p> <table border="1" data-bbox="933 1220 1511 1850"> <thead> <tr> <th></th> <th>PG</th> <th>AA</th> <th>H</th> <th>M</th> </tr> </thead> <tbody> <tr> <td><i>No exercise</i></td> <td>24.6 %</td> <td>20.1 %</td> <td>15.5 %</td> <td>18%</td> </tr> <tr> <td><i>Few fruits/vegetables</i></td> <td>72.1 %</td> <td>71.5 %</td> <td>73.5 %</td> <td>66.8%</td> </tr> <tr> <td><i>Obesity</i></td> <td>25.5 %</td> <td>23.3 %</td> <td>16.4 %</td> <td>15.3%</td> </tr> <tr> <td><i>High blood pressure</i></td> <td>26.2 %</td> <td>28.2 %</td> <td>19.8 %</td> <td>22.4%</td> </tr> <tr> <td><i>Smoker</i></td> <td>17.8 %</td> <td>22.4 %</td> <td>13.7 %</td> <td>11.9%</td> </tr> <tr> <td><i>Diabetes</i></td> <td>8.3%</td> <td>7.5%</td> <td>4.5%</td> <td>5.2%</td> </tr> </tbody> </table> <p><i>Source: Maryland Vital Statistics Profile: 2011</i></p>		PG	AA	H	M	<i>No exercise</i>	24.6 %	20.1 %	15.5 %	18%	<i>Few fruits/vegetables</i>	72.1 %	71.5 %	73.5 %	66.8%	<i>Obesity</i>	25.5 %	23.3 %	16.4 %	15.3%	<i>High blood pressure</i>	26.2 %	28.2 %	19.8 %	22.4%	<i>Smoker</i>	17.8 %	22.4 %	13.7 %	11.9%	<i>Diabetes</i>	8.3%	7.5%	4.5%	5.2%
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<p>Other</p> <p>Vulnerable populations</p>	<p>Vulnerable populations in Prince George's County: <i>Are unemployed</i></p> <p>Prince George's County: 7.4%</p> <p>Anne Arundel County : 6.8</p> <p>Howard County: 5.5</p> <p>Montgomery County: 5.6</p> <p><i>Source: County Health Rankings 2012</i></p>
<p>Other</p> <p>Access to primary care</p>	<p>Ratio of population to primary care physicians:</p> <p>Prince George's County – 1,304:1</p> <p>Anne Arundel County - 1,771:1</p> <p>Howard County- 463:1</p> <p>Montgomery County – 540:1</p> <p>Nat'l Benchmark – 824:1</p> <p>(Prince George's County has substantially lower per capita numbers of primary care physicians when compared to neighboring jurisdictions with exception to Anne Arundel County.)</p> <p><i>Source: County Health Rankings 2012</i></p>

**Laurel Regional Hospital Community Benefit Service Area (CBSA)
Target Population by Gender, Race, Age**

<i>Gender</i>	CBSA Area	% of Total
2011 Total Population	234,985	100%
Total Male Population	111,556	47.5%
Total Female Population	123,429	52.5%

Source: U.S. Census Bureau, 2011 ACS

<i>Race/Ethnicity</i>	2011 Population	% of Total	USA % of Total
White (Non-Hispanic)	61,239	26.1%	63.4%
Black (Non-Hispanic)	107,979	46%	12.4%
Hispanic	34,352	14.6%	16.7%
Asian (Non-Hispanic)	23,968	10.2%	5.0%
All Others	7,447	3.1%	5.0%
Total	234,985	100%	100%

Source: U.S. Census Bureau, 2011 ACS

<i>Age Distribution</i>	2011 Population	% of Total	USA % of Total
Ages 0-17	58,841	25%	24%
Ages 18-64	152,941	65.1%	62.9%
Ages 65 and over	23,203	9.9%	13.1%
Total	234,985	100%	100%

Source: U.S. Census Bureau, 2011 ACS

Laurel Regional Hospital Community Benefit Service Area (CBSA) Target Population Uninsured & Vital Statistics Data

<i>Uninsured by County</i>	Prince George's	Anne Arundel	Howard	Montgomery	Maryland	USA % of Total
Average, All Races	15.0%	6.8%	8.5%	11.7%	10.4%	15.1%
White (Non-Hispanic)	1.1%	3.7%	2.5%	2.2%	3.5%	6.8%
Black (Non-Hispanic)	6.7%	1.4%	2.2%	2.7%	3.3%	2.2%
Hispanic	6.3%	1.4%	1.4%	5.2%	2.6%	5.0%
Asian	.8%	.3%	1.7%	1.5%	.7%	.8%
Some other race alone	3.6%	.6%	.9%	2.7%	1.3%	1.6%

Source: U.S. Census Bureau, 2011 ACS

<i>Comparative Vital Statistics</i>	Prince George's County	Anne Arundel County	Howard County	Montgomery County	Maryland
Age Adjusted Mortality Rates: 2009 - 2011					
All Causes of Death	747.8	726.5	631.4	528.4	732.5
Disease of the Heart	203.5	176.1	151.5	124.7	181.6
Malignant Neoplasms	170.3	171.3	144.7	128.5	171.4
Cerebrovascular Disease	35.7	39.3	34.7	29.2	38.7
Diabetes Mellitus	28.6	39.1	27.6	12.5	20.4
Accidents	23.6	20.9	20.7	16.8	24.7
Chronic Lower Respiratory Diseases	25	21.3	15.1	19.7	35.3
Septicemia	17.7	17.2	15.5	11.9	15.3
Alzheimer's Disease	15.7	14.8	10.5	14.6	16.1
Influenza and Pneumonia	13.7	13.5	22.1	14.6	16.6
HIV	6.9	2.2	***	1.4	4.9
Nephritis, Nephrosis, and Nephrotic Syndrome	15.2	10.1	11	9.4	13.1
Assault (Homicide)	11.4	3.7	2.5	2.2	7.7
Intentional Harm	6.1	9.4	9.3	7.3	8.9

Source: Maryland Vital Statistics Profile: 2011

Note: Age Adjusted Mortality Rates are adjusted to the standard U.S. 2000 population by the direct method per 100,000 population.
***Per 100,000 population

Community Challenges & Health Statistics:

Table II and subsequent data tables provide a comparative analysis of the demographic characteristics of the counties within the CBSA. However, since the larger portion of the LRH CBSA is within Prince George's County, the remainder of this report will focus on the health status and needs of its residents.

Despite the higher than average median household income, educational attainment, and percentage of individuals in the work force represented by Prince Georgians on comparison with national figures, the County does contain several pockets of low socioeconomic status, particularly including the portions of the County that are inside the Beltway. According to the 2009 RAND Report "Assessing Health and Health Care in Prince George's County", the demographic characteristics in the County Public Use Microdata Areas (PUMAs), including PUMAs 1, 3, 4, and 7 within the Beltway, all report vulnerable populations with lower incomes, majority Black and growing Hispanic populations. The 2009 Community Health Status Report data reveal that medically vulnerable Prince Georgian's (uninsured and Medicaid enrolled individuals) number approximately 297,784 or 35.7% of the total population.

According to the CDC document Summary Health Statistics of the U.S. Population: National Health Interview Survey, being poor and uninsured are two of the strongest determinants of whether a person "did not receive medical care", or whether they "delayed" seeking care.

As a result, issues such as diabetes mortality, heart disease, hypertension, stroke, deaths from breast, colorectal and prostate cancers, HIV and infant mortality all represent significant health challenges for community members. Furthermore, persistent disparities in mortality and health status for several health indices are seen in various racial and ethnic populations. Among Prince George's residents, relatively high rates of asthma, obesity, and homicide are additional areas of concern. These are certainly planning considerations in this majority minority community. Additionally, the racial and ethnic minorities are approximately 2/3 of Prince George's County Medicaid beneficiaries. County and Maryland State health statistics are similar to national trends regarding the status of minority health.

II. COMMUNITY HEALTH NEEDS ASSESSMENT

According to the Patient Protection and Affordable Care Act ("ACA"), hospitals must perform a Community Health Needs Assessment (CHNA) either fiscal year 2011, 2012, or 2013, adopt an implementation strategy to meet the community health needs identified, and perform an assessment at least every three years. The needs assessment must take into account input from persons who represent the broad interests of the community served by the hospital facility, including those with special knowledge of or expertise in public health, and must be made widely available to the public.

For the purposes of this report and as described in Health General 19-303(a)(4), a community health needs assessment is a written document developed by a hospital facility (alone or in conjunction with others) that utilizes data to establish community health priorities, and includes the following:

- (1) A description of the process used to conduct the assessment;
- (2) With whom the hospital has worked;
- (3) How the hospital took into account input from community members and public health experts;
- (4) A description of the community served; and
- (5) A description of the health needs identified through the assessment process (including by race and ethnicity where data are available).

1. Identification of community health needs:

Describe in detail the process(s) your hospital used for identifying the health needs in your community and the resource(s) used.

(See pages 14-19 for response)

2. In seeking information about community health needs, what organizations or individuals outside the hospital were consulted? Include representatives of diverse sub-populations within the CBSA, including racial and ethnic minorities (such as community health leaders, local health departments, and the Minority Outreach & Technical Assistance program in the jurisdiction).

(See pages 14-19 for response)

3. When was the most recent needs identification process or community health needs assessment completed? (this refers to your *current* identification process and may not yet be the CHNA required process)

Provide date here. __09__/_13__/_11__ (mm/dd/yy)

4. Although not required by federal law until 2013, has your hospital conducted a Community Health Needs Assessment that conforms to the definition on the previous page within the past three fiscal years? **Please be aware, the CHNA will be due with the FY 2013 CB Report.

Yes

No

If you answered yes to this question, please provide a link to the document or attach a PDF of the document with your electronic submission.

IDENTIFICATION OF COMMUNITY NEEDS:

LRH is improving and adapting current health programs into sustainable community-based programs to impact the overall health and wellness of the community in a positive way. This service expansion and adaptation is being achieved through collaborative partnerships with community organizations as well as state and local health agencies. LRH management actively solicits information from community stakeholders and other community-based organizations to assess the health needs in our community. LRH representatives serve as members of a variety of healthcare focused community organizations and provide staff expertise and other resources, including hosting meetings at our facility, and participating in events, by providing health screening services. Some of these organizations include:

- Prince George's County Health Department
- Prince George's Care Access Network Health Information and Resource Initiative (PG CAN)
- Health Action Forum of Prince George's County
- Prince George's Healthcare Action Coalition
- National Capital Area Breast Health Quality Consortium
- The Prince George's County Local Health Disparities Committee
- The Health Empowerment Network of Maryland, Inc. (HENM) - a Community Based Organization made up of partners such as the Prince George's County Health Department, University of Maryland Prevention Resource Center, Prince George's County Area Agency on Aging, Department of Mental Health and Hygiene, Integrity Health Partners and the City of Seat Pleasant, among others.

LRH continues to build more community partnerships to improve community benefit. LRH is developing more health initiatives to promote awareness of risk and prevention associated with health conditions such as obesity, diabetes, cancer and hypertension as well as infant mortality.

LRH has also worked with local and state health officials to develop the Prince George's County and the State Health Improvement Plans and continues to work closely with the Health Department to implement programs that address the health plan goals.

COMMUNITY HEALTH NEEDS ASSESSMENTS:

LRH is in the process of completing a formal community health needs assessment (CHNA), as required by the PPACA, and will complete the CHNA by June 30, 2013. It should be noted that the federally mandated CHNA will include an in-depth study of the needs of the specific LRH community benefit service area.

LRH has also reviewed, sponsored, and/or collaborated on, a number of additional community needs assessments including the following reports:

- “Assessing Health and Health Care in Prince George’s County”, completed by the RAND Corporation (RAND) (February 2009)
- “Prince George’s County Health Improvement Plan 2011 to 2014 – Blueprint for a Healthier Community”, completed by the Prince George’s County Government (September 2011)
- “Transforming Health in Prince George’s County, Maryland: A Public Health Impact Study” completed by the University of Maryland School of Public Health (UM SPH) (July 2012)

LRH management has reviewed the Prince George’s County healthcare assessment report, **“Assessing Health and Health Care in Prince George’s County”, completed by the RAND Corporation (RAND)** in February 2009, for the Prince George’s County Council. A sample of the findings of the RAND report is as follows:

- ***The health behaviors and use of preventive care by adults within Prince George’s varies widely*** – County residents who are poor and less educated are more likely to drink heavily, smoke, not exercise, and not use seatbelts. Preventive care use among uninsured residents of Prince George’s is sharply lower than among insured residents.
- ***Prince George’s residents are uninsured at relatively high rates*** – (per the Report) an estimated 80,000 County adult residents are uninsured, more than twice as many as neighboring Howard County and roughly one-third more than in Montgomery County.
- ***Prince George’s County lacks a primary care safety-net*** – the County’s capacity to provide safety-net care, beyond hospital and emergency care, is limited. Relatively few primary care physicians practice in poorer areas of the County. Moreover, the County has only one federally qualified health center – Greater Baden Medical Services, Inc., which serves uninsured and low-income patients. LRH and other charitable organizations also run clinics that provide care to the uninsured, but these clinics provide care for only a small portion of the total uninsured County residents.

In September 2011, the **Prince George’s County Government issued the report “Prince George’s County Health Improvement Plan 2011 to 2014 – Blueprint for a Healthier Community”**. The Plan was produced by the County Health Department with the assistance of numerous stakeholders, including Dimensions Healthcare System/Laurel Regional Hospital, the Maryland Department of Health and Mental Hygiene (DHMH), and other health organizations. The Plan used input from key County coalitions and community groups:

- Community Health Transformation Coalition and Leadership Team

- Improved Pregnancy Outcome Coalition
- Health Disparities Coalition
- Sexually Transmitted Infections Community Coalition
- Health Action Forum
- Port Towns Community Health Partnership

To determine the County's priority health needs, the Plan reviewed data from a variety of sources. This included (but was not limited to):

- A review of County-specific statistics from the Maryland Department of Health and Mental Hygiene Vital Statistics Administration (DHMH VSA) reports, Behavioral Risk Factor Surveillance System (BRFSS) data, U.S. Census Bureau information, and other commonly used data sources.
- A review of the aforementioned 2009 RAND Report, a comprehensive study of the health needs of County residents and the capacity of the County's health care system to respond.
- A review of the "Baker 2010 Transition Team Report", March 11, 2011.
- Summary information from 9 "town hall" style forums held by the Prince George's County Health Officer in July — August 2009. In open discussions and small groups, over 200 participants expressed the need for safer neighborhoods, clean water, healthier food choices in their communities, more open spaces and walking/bike trails to promote physical activity, and greater access to health information, screenings, and primary health care, especially for the uninsured.
- A consensus report from a meeting of major State and local health officials and health care stakeholders, political and community leaders, health experts and community advocates in December 2010, sponsored by the Prince George's County Executive. Using the findings of the RAND Report and the Washington AIDS Partnership Profile Report as a backdrop, the participants concluded that there is a need for further dialogue and action leading to the establishment of a more comprehensive, inter-connected and community-oriented system of health care for Prince George's County. The strategies included in the "County-Specific Concerns" section of this health plan attempt to address the findings and recommendations of this group, which are published in a report entitled "Conversation on Building an Integrated Community-oriented Healthcare System in Prince George's County, Executive Summary, Prince George's Community College, December 14, 2010".
- Input from meetings with the Prince George's County Council Board of Health between May — September 2011, that included a presentation by the Maryland Secretary of Health on the State Health Improvement Plan (SHIP). Access to care, reducing infant mortality, decreasing the burden of HIV, and

meeting the health needs of County women were specifically named as areas of greatest concern.

- Results of a survey of 126 County residents attending an annual “Holiday Food and Fitness Expo”, sponsored by Prince George’s County Health Department, Maryland-National Capital Park and Planning Commission, and Prince George’s County Public Schools. Top health concerns identified by respondents were, in descending order healthy eating, low cost health care, diabetes, high cholesterol, exercise, asthma, and overweight/obesity.

A meeting of these groups on September 9, 2011, sponsored by the Maryland Department of Health and Mental Hygiene and Prince George’s County Health Department, produced a substantial number of the strategies listed in this Plan and helped to solidify critical partnerships among agencies, providers; and community groups.

From the Plan two significant themes were apparent: disparities between minority and non-minority populations for many health conditions and issues related to access to care. Some key findings of the Plan are as follows:

- ***Overweight/Obesity:*** The percentage of overweight or obese County residents is among the highest in the State of Maryland and nation and has steadily increased since 1995 for both adults and children.
- ***Diabetes:*** According to the DHMH Maryland Vital Statistics Reports, twelve percent of County residents are diabetic. Significant disparities exist in the County regarding death rates due to diabetes. The age-adjusted death rate for diabetes in County African Americans is 47.1 per 100,000 versus 21.9 per 100,000 for Whites.
- ***Cardiovascular Disease and Related Risk Factors:*** Cardiovascular disease is the leading cause of death in Prince George’s County and a key contributor to the County’s racial gap in life expectancy. The County’s age-adjusted death rate from heart disease was disproportionately higher than the Maryland rate (280.4 versus 252.8 per 100,000). For African American Prince Georgians, the age-adjusted death rate was 338.4 per 100,000 compared to 228.7 per 100,000 for Whites.
- ***Cancer:*** Malignant neoplasms (cancers) are the second leading cause of death among County residents. The County’s 2008 age-adjusted mortality rate for all malignant neoplasms was 175.9/100,000 population, with disparities again appearing among African Americans – their age-adjusted mortality rate as 202.2/100,000 compared to 151.6 deaths/100,000 for non-Hispanic Whites. Further, the 2010 BRFSS survey shows that 22.7% of County residents ages 50+ have not had a sigmoidoscopy or colonoscopy, 25% of males 50+ have not had a PSA test or digital rectal exam, 49.8% of people never use sunscreen lotion SPF 15 or higher when outdoors, and 15.4% of women ages 40+ have not had a mammogram or breast exam.

- **Tobacco Use:** In Prince George’s County, 12% of youths ages 18 and younger smoke, as to 16% of adults ages 19 and older according to the 2010 County Health Rankings.
- **Asthma:** The asthma ED visit rate is four times higher among Black residents than among White residents and the hospitalization rate was approximately three times higher among Blacks than Whites.
- **Infant Mortality:** The current infant mortality rates for the County demonstrate that disparities still exist. The 2009 infant mortality rate for Blacks in the County was 11.1 per 1,000 live births, twice that for Whites (6.0) and Hispanics (6.0).
- **Low Birth Weights:** Between 2000-2005, Blacks also had the highest percentage of low birth weight babies in the County.
- **Late or No Prenatal Care:** In 2009, Prince George’s County had the highest percent in Maryland of women of all ethnic backgrounds who received late or no prenatal care.
- **Substance Abuse:** It is estimated that 8% of the County’s population has a chronic alcohol or other drug use problem.
- **Domestic Violence:** In 2009, 1,073 domestic violence cases were reported in Prince George’s County, the fifth highest number among all Maryland counties.
- **HIV/AIDS:** According to data from the Infectious Diseases Environmental Health Administration (IDEHA) of the DHMH, Prince George’s County is ranked second in the State for the number of AIDS and HIV cases. African Americans and other Minorities are disproportionately affected by HIV infection.
- **Dental Health:** 2010 BRFSS Survey data shows that 14.1% of County residents went 2 years or more since last visiting a dentist for any reasons.
- **Access to Care – Health Care Resources:** The existing Prince George’s County health resources, including safety-net clinics, is low when compared to neighboring jurisdictions, and these clinics combined can only provide care to a fraction of the County’s uninsured. Access to care is further exacerbated by the growing number of County private physicians unwilling to accept Medicaid/Medicare patients.

It should also be noted that in July 2012 (subsequent to the FY 2012 community benefit reporting period), the **University of Maryland School of Public Health (UM SPH) completed the study and report “Transforming Health in Prince George’s County, Maryland: A Public Health Impact Study”**. The Study was commissioned by Prince George’s County Government, the Maryland Department of Health and Mental Hygiene, the University of Maryland Medical System, and Dimensions Healthcare System. LRH management has also carefully reviewed this report. The following are among the study’s key findings:

- ***Health Status of County Residents*** -- Prince George's County Residents suffer from higher rates of chronic diseases, including diabetes, heart disease, hypertension, asthma and cancer, than those residing in neighboring counties. Sixty-nine percent of residents surveyed are overweight or obese, based on Body Mass Index calculations. Seventeen percent report being diagnosed with pre-diabetes and 33 percent with pre-hypertension.
- ***Community-based Care Capacity*** -- The capacity of community-based care, including safety-net clinics, remains severely limited. The study states that efforts are needed to increase this capacity and to guide the integration of primary care and public health services.

The main findings of the 2009 RAND Report, the Prince George's County Report, and the 2012 UM SPH Public Health Impact Study are that there continues to be significant health disparities in Prince George's County and that the County lacks a robust primary care safety net. The mission of LRH is to continue to provide high quality and efficient healthcare services to preserve, restore and improve health status in partnership with the community, and to continually seek to expand the health safety net available to the uninsured and vulnerable residents of the County.

In light of the above, the two largest community benefit expenditures made by LRH are the mission-driven, non-reimbursed subsidies paid to its physicians, and charity care expenditures -- expenditures that both guarantee the continuation of the LRH mission.

III. COMMUNITY BENEFIT ADMINISTRATION

1. Please answer the following questions below regarding the decision making process of determining which needs in the community would be addressed through community benefits activities of your hospital?

- a. Is Community Benefits planning part of your hospital's strategic plan?

Yes

No

- b. What stakeholders in the hospital are involved in your hospital community benefit process/structure to implement and deliver community benefit activities? (Please place a check next to any individual/group involved in the structure of the CB process and provide additional information if

necessary):

i. Senior Leadership

1. CEO
2. CFO
3. Other (please specify – General Counsel)
Note: The CFO and General Counsel are participating on the corporate team that is working on the upcoming federally mandated CHNA.

ii. Clinical Leadership

1. Physician
2. Nurse
3. Social Worker
4. Other (please specify)

iii. Community Benefit Department/Team

1. Individual (please specify FTE)
2. Committee (please list members)
3. Other (please describe)

CEO, CFO, General Counsel, VP – Reimbursement, VP – Quality, System Controller, Director – Finance, Director – Strategic Planning, Community-based Health Manager.

- c. Is there an internal audit (i.e., an internal review conducted at the hospital) of the Community Benefit report?

Spreadsheet yes no

Narrative yes no

- d. Does the hospital's Board review and approve the completed FY Community Benefit report that is submitted to the HSCRC?

Spreadsheet yes no
Narrative yes no

If you answered no to this question, please explain

IV. HOSPITAL COMMUNITY BENEFIT PROGRAM AND INITIATIVES

1. Please use Table III (see attachment) to provide a clear and concise description of the needs identified in the process described above, the initiative undertaken to address the identified need, the amount of time allocated to the initiative, the key partners involved in the planning and implementation of the initiative, the date and outcome of any evaluation of the initiative, and whether the initiative will be continued. Use at least one page for each initiative (at 10 point type).

For example: for each major initiative where data is available, provide the following:

Identified need: This includes the community needs identified in your most recent community health needs assessment as described in Health General 19-303(a)(4).

- a. Include any measurable disparities and poor health status of racial and ethnic minority groups.
- b. Name of Initiative: insert name of initiative.
- c. Primary Objective of the Initiative: This is a detailed description of the initiative and how it is intended to address the identified need. (Use several pages if necessary)
- d. Single or Multi-Year Plan: Will the initiative span more than one year? What is the time period for the initiative?
- e. Key Partners in Development/Implementation: Name the partners (community members and/or hospitals) involved in the development/implementation of the initiative. Be sure to include hospitals with which your hospital is collaborating on this initiative.
- f. Date of Evaluation: When were the outcomes of the initiative evaluated?
- g. Outcome: What were the results of the initiative in addressing the identified community health need, such as a reduction or improvement in rate? (Use data when available).
- h. Continuation of Initiative: Will the initiative be continued based on the outcome?
- i. Expense: What were the hospital's costs associated with this initiative? The amount reported should include the dollars, in-kind-donations, or grants associated with the fiscal year being reported.

2. Were there any primary community health needs that were identified through a community needs assessment that were not addressed by the hospital? If so, why not? (Examples include other social issues related to health status, such as unemployment, illiteracy, the fact that another nearby hospital is focusing on an identified community need, or lack of resources related to prioritization and planning.)

Laurel Regional Hospital participates in a number of community benefit initiatives and programs (see attached Table III). The current initiatives and programs are as follows:

- Community-Based Care Transition Program
- Prince George's Care Access Network (PG CAN) Faith-Based Initiative
- Prince George's/Wards 7 & 8 Community Breast Health Link
- Bowie Health Center Annual Health Fair

For the fiscal years ending June 30, 2011 and June 30, 2012 LRH had total community benefit expenditures (as a percent of total operating expenditures) of 17.13% and 18.71%, respectively. Each year, LRH's total CB expenditures rank as one of the highest for all hospitals in the State of Maryland. LRH's fiscal year 2012 CB expenditures are primarily made up of mission-driven physician subsidies at \$9,534,738 or 9.8% and charity care at \$7,918,100 or 8.2% -- 18% total combined for the fiscal year ending June 30, 2012.

LRH provided \$17,452,838 in mission-driven physician subsidies and charity care in the fiscal year ending June 30, 2012. To fund this high level of subsidies and charity care, LRH depends on State and County financial support. In light of LRH's continued financial challenges and reliance on State and County financial resources, LRH has limited funds or other resources to earmark for other high-level CB initiatives.

V. PHYSICIANS

1. As required under HG§19-303, provide a written description of gaps in the availability of specialist providers, including outpatient specialty care, to serve the uninsured cared for by the hospital.
2. If you list Physician Subsidies in your data in category C of the CB Inventory Sheet, please indicate the category of subsidy, and explain why the services would not otherwise be available to meet patient demand. The categories include: Hospital-based physicians with whom the hospital has an exclusive contract; Non-Resident house staff and hospitalists; Coverage of Emergency Department Call; Physician provision of financial assistance to encourage alignment with the hospital financial assistance policies; and Physician recruitment to meet community need.

DESCRIPTION OF PHYSICIAN SUBSIDIES AND THE GAPS IN THE AVAILABILITY OF SPECIALIST PROVIDERS TO SERVE THE UNINSURED:

An adequate supply of primary care physicians can reduce rates of complications that can result in high cost ED visits and hospitalizations. In recent years, the per capita number of primary care physicians has declined in Prince George’s County. Also, the per capita number of primary care physicians in Baltimore, Howard, and Montgomery counties, and the District of Columbia, exceeded that of Prince George’s County by one and a half to two times. Prince George’s County also has substantially fewer specialists of all types compared with other jurisdictions. For 18 of 31 specialties, the per capita supply of physicians in all surrounding jurisdictions exceeded the supply in Prince George’s County by 125% or more.

Per the aforementioned 2009 RAND report, overall, the tendency of Prince George’s County residents to use inpatient care within the County (or cross into the District of Columbia) or Montgomery County is strongly related to payor source. Inpatients with private insurance were least likely (26.1%) and patients with Medicaid were the most likely (61.7%) to be discharged from hospitals located in Prince George’s County.

Per the Prince George’s County Health Improvement Plan 2011 to 2014, there are only a small number of federally qualified health centers (FQHC) and non-FQHC safety-net clinics within Prince George’s County compared to neighboring jurisdictions. These clinics combined can provide care to only a fraction of the County’s uninsured. Access to care is further exacerbated by the growing number of County private physicians unwilling to accept Medicaid/Medicare patients. Prince George’s County is not a Health Profession Shortage Area, although small portions of the County (primarily within LRH’s CBSA) are federally designated as medically underserved areas or underserved populations. Per the Report, when comparing Prince George’s County health resources to those of neighboring jurisdictions, the differences are remarkable:

Jurisdiction	Number of uninsured Under Age 65*	Number of Safety Net Clinics	Number of Primary Care Physicians per 100,00 Population (2010)**
Prince George’s County	148,038	5	95
Montgomery County	123,741	11	217
Baltimore County	77,570	44***	191
Washington, D.C.	61,680	38 - 40	241.6****

*Small Area Health Insurance Estimates for counties, 2007
 **County Health Rankings Report, 2010
 ***Mid-Atlantic Community Health Center Association (1/2009)
 ****RAND Report (Area Resource File 2005 and U.S. Census Bureau)

In addition, three of the Prince George’s County zip code areas in the LRH CBSA are considered Health Enterprise Zones (HEZs). They are zip code areas 20705, 20707 and 20708. HEZs, defined as geographically designated areas with high rates of disparities, are the result of the Health Disparities and Reduction Act of 2012 which was enacted by Maryland Governor Martin O’Malley.

In light of the County's high uninsured or underinsured population providing little or no reimbursement, the County's level of private-practice primary care doctors and primary care clinics has not kept pace with the health care needs of County residents. The capacity of community-based care, including safety-net clinics, remains severely limited. This lack of primary care services and patient "medical homes" has resulted in increased use of the Hospital's emergency departments and other specialty health care services. For the fiscal year ending June 30, 2012, LRH had a patient and third party payer mix that included 41.8% Medicaid and uninsured self-pay patients.

Category 1 – Hospital-Based Physician Subsidies

LRH's emergency department, and other specialties including intensive care, obstetrics/gynecology, anesthesia, cardiology, internal medicine, psychiatry, pathology, and radiology are staffed by Hospital-based physicians, with whom the hospital has exclusive contracts, seeking guaranteed levels of compensation through hospital provided subsidies. The subsidies cover gaps in physician income that are caused by LRH's disproportionate share of underinsured or uninsured patients.

Although such care in this setting is likely to be more expensive and less-clinically appropriate than care in other settings, by providing emergency and other specialty services to the County's uninsured and underinsured population, LRH provides an ongoing community benefit to residents unable to obtain much needed health care services.

Category 4 – Physician Provision of Financial Assistance to Align with Financial Assistance Policy (FAP)

The provision of physician reimbursement subsidies to cover free or discounted care through the Hospital's FAP is consistent, appropriate and essential to the execution of the Hospital's mission, vision, and values, and is consistent with its tax-exempt, charitable status.

Category 5 – Physician Recruitment to Meet Community Need

The LRH physician subsidies also include expenses incurred for ongoing physician recruitment.

Prince George's County has far fewer primary care providers for the population compared to surrounding counties and the State. The areas with the highest primary care need are within the Beltway and in the southern region of the County. Although Prince George's County lacks a sufficient primary care safety-net infrastructure and has one of the largest uninsured populations in the State, LRH's mission provides that all patients should receive the highest level of care regardless of economic standing. LRH's physician subsidies outlined in category C of the CB Inventory Sheet are primarily subsidies to cover the compensation of Hospital-based physicians with whom the Hospital has exclusive contracts.

VI. APPENDICES

To Be Attached as Appendices:

1. Describe your Financial Assistance Policy (FAP):
 - a. Describe how the hospital informs patients and persons who would otherwise be billed for services about their eligibility for assistance under federal, state, or local government programs or under the hospital's FAP. (label appendix I)

For **example**, state whether the hospital:

- Prepares its FAP, or a summary thereof (i.e., according to National CLAS Standards):
 - in a culturally sensitive manner,
 - at a reading comprehension level appropriate to the CBSA's population, and
 - in non-English languages that are prevalent in the CBSA.
 - posts its FAP, or a summary thereof, and financial assistance contact information in admissions areas, emergency rooms, and other areas of facilities in which eligible patients are likely to present;
 - provides a copy of the FAP, or a summary thereof, and financial assistance contact information to patients or their families as part of the intake process;
 - provides a copy of the FAP, or summary thereof, and financial assistance contact information to patients with discharge materials;
 - includes the FAP, or a summary thereof, along with financial assistance contact information, in patient bills; and/or
 - discusses with patients or their families the availability of various government benefits, such as Medicaid or state programs, and assists patients with qualification for such programs, where applicable.
- b. Include a copy of your hospital's FAP (label appendix II).
 - c. Include a copy of the Patient Information Sheet provided to patients in accordance with Health-General §19-214.1(e) (label appendix III).

APPENDIX I -- FINANCIAL ASSISTANCE PROGRAM

LRH has a long tradition of serving the poor, the needy, and all who require health care services. However, the Hospital alone cannot meet every community need. We practice effective stewardship of resources in order to continue providing accessible and effective health care services. In keeping with effective stewardship, the provision for financial assistance is budgeted annually. LRH continues to play a leadership role in the community by helping to promote community-wide responses to patient needs, in partnership with government and private organizations.

In order to promote the health and well-being of the community served, individuals with limited financial resources who are unable to access entitlement programs are eligible for free or discounted health care services based on established criteria. Eligibility criteria are based upon the Federal Poverty guidelines and updated annually in conjunction with the published updates by the United States Department of Health and Human Services. All open self-pay balances are considered for financial assistance. If a determination is made that the patient has the ability to pay all or a portion of the bill, such a determination does not prevent a reassessment of the person's ability to pay at a later date.

To be considered for financial assistance, the patient must cooperate with the facility to provide the information and documentation necessary to apply for other existing financial resources that may be available to pay for his or her health care, such as Medicaid. Patients are responsible for completing the required application forms and cooperating fully with the information gathering and assessment process, in order to determine eligibility for financial assistance.

Appropriate signage is visible in the facility in order to create awareness of the financial assistance program and the assistance available. Signage is posted in all patient intake areas, including, but not limited to, the Emergency Department, the Billing Office, and the Admission/Patient Registration areas. Information such as brochures is included in patient services/information folders and/or at patient intake areas. All public information and/or forms regarding the provision of financial assistance use languages that are appropriate for the facility's service area in accordance with the State's Language Assistance Services Act.

The necessity for medical treatment of any patient is based on the clinical judgment of the provider without regard to the financial status of the patient. All patients are treated with respect and fairness regardless of their ability to pay.

APPENDIX II -- FINANCIAL ASSISTANCE PROGRAM POLICY (Attached)

APPENDIX III – PATIENT INFORMATION SHEET (Attached)

2. Attach the hospital's mission, vision, and value statement(s) (label appendix IV).

APPENDIX IV – MISSION, VISION AND VALUES STATEMENT (Attached)

Description of the LRH Mission, Vision and Value Statements:

- The mission of LRH is to provide comprehensive health care with the highest quality to residents, and others who use our services while strengthening our relationships with universities, research and health care organizations to ensure best in class patient care.
- The vision of LRH is to be recognized as a premier regional health care system.
- The values of LRH include respect, excellent service, personal accountability, quality, open communication, innovative environment, and safety.

TABLE III

**HOSPITAL COMMUNITY BENEFIT PROGRAMS
AND INITIATIVES**

Identified Need	Hospital Initiative I	Primary Objective of the Initiative	Single or Multi-Year Initiative Time Period	Key Partners and/or Hospitals in initiative development and/or implementation	Evaluation dates	Outcome	Continuation of Initiative	Estimated Cost of Initiative
To reduce high readmission rates among chronic disease populations.	Community-based Care Transitions Program	<p>The overall goal of the collaborative initiative is to reduce the negative factors that result in adverse social determinants of health. In order to meet this large goal, the collaborative established the following objectives:</p> <ol style="list-style-type: none"> 1. Reduce the cost of care for residents who have a chronic illness. 2. Reduce the incidence of low-birth weight infants 3. Reduce the incidence of infant deaths. 4. Reduce the incidence of unintended pregnancies among residents with a special emphasis on teens. 5. Reduce the incidence of childhood obesity 6. Increase participation in Medicaid/SCHIP wellness screenings. 7. Reduce the inappropriate use of hospital emergency departments. 	Multi-year Initiative April 2012 - 2017	Medical Mall Health Services; University of Maryland School of Public Health; Anne Arundel Medical Center; Baltimore Washington Medical Center; Doctors Community Hospital; Fort Washington Medical Center; Howard Community Hospital; Howard University Hospital; Laurel Regional Hospital; Prince George's Hospital Center, Providence Hospital; United	Quarterly Evaluation by University of Maryland School of Public Health	<p>Preliminary outcomes are currently being measured and projected outcomes are:</p> <ul style="list-style-type: none"> • Reduce readmissions by 25% in the Medicare/Medicaid population in the target areas; • Reduce emergency room (ER) utilization by 10% among the Medicare/Medicaid population in the target areas; • Increase the availability and utilization of preventive health instead of sick care as evidenced by an increase of patient adoption of health behaviors by 20% • Promote a culture of change focusing on preventive health instead of sick care as evidenced by an increase of patient adoption of health behaviors by 20%; 	CMS Innovation Program Application submitted September 2012	Approx. \$25,500

Identified Need	Hospital Initiative I Cont'd	Primary Objective of the Initiative	Single or Multi-Year Initiative Time Period	Key Partners and/or Hospitals in initiative development and/or implementation	Evaluation dates	Outcome	Continuation of Initiative	Estimated Cost of Initiative
		<p>The program involves a 4-week intervention that focuses on improving self-management skills to meet the patient's needs during and after transition. It is an evidence-based program proven to reduce readmissions, and improve health outcomes, therefore reducing healthcare costs. The Program is based on the Coleman Model for Care Transitions and the Stanford Model for Disease Self-Management.</p>		Medical Center		<ul style="list-style-type: none"> • Increase coordination of patient care among all levels of health care providers. 		

Identified Need	Hospital Initiative II	Primary Objective of the Initiative	Single or Multi-Year Initiative Time Period	Key Partners and/or Hospitals in initiative development and/or implementation	Evaluation dates	Outcome	Continuation of Initiative	Estimated Cost of Initiative
To provide access to health information /education to improve mortality, natality, morbidity, and prevalence of chronic diseases in Prince George's County.	Prince George's Care Access Network (PG CAN) Faith-Based Initiative	To use the National Library of Medicine's online consumer health information Resources, the NIH Medline Plus magazine and other community health resources to increase consumer health information awareness and dissemination. PG CAN also offers education and community health resource information about diabetes, exercise, high blood pressure, nutrition, obesity, and smoking.	Approx. 1-year initiative but the program may be restarted going forward November 2011-September 2012	Prince George's Hospital Center, Laurel Regional Hospital, First Baptist Church of Glenarden, and the Health Action Forum of Prince George's County, and the National Library of Medicine (NLM), National Institutes of Health, Department of Health and Human Services	Monthly from April-September 2012	The pilot was faith-based with 3 participating churches: First Baptist Church of Glenarden, Carolina Missionary Baptist Church, and New Vision Church. Though outcomes are still being measured, the initiative did result in the creation of a health ministry at one church and was incorporated into a large annual community wide health event at another. Churches submitted work plans on activities they implemented to promote health awareness and education in their churches. Activities included a farmer's market and health awareness Sunday where information about NLM's online resources was provided.	Possibly	Approx. \$20,000

Identified Need	Hospital Initiative III	Primary Objective of the Initiative	Single or Multi-Year Initiative Time Period	Key Partners and/or Hospitals in initiative development and/or implementation	Evaluation dates	Outcome	Continuation of Initiative	Estimated Cost of Initiative
To improve and expedite access to breast cancer screening and treatment for the residents of Prince George's County and Wards 7 & 8 in the District of Columbia.	Prince George's/Wards 7 & 8 Community Breast Health Link	To initiate patient navigation services to expedite access to breast cancer screening and treatment, and to reduce cycle time for breast cancer screening.	Two-year Initiative April 2012-March 2014	Greater Baden Medical Services, Prince George's Hospital Center, Laurel Regional Hospital, Southern Maryland Hospital, Capital Breast Care Center, Family & Medical Counseling, Inc.	October 2012, March and October 2013	Preliminary outcomes: 434 African Americans in Prince George's County, which is the target population, were referred for a low-cost clinical breast exam; 171 individuals in the target population completed a low cost mammogram at a stationary mammogram.	Possibly	Approx. \$400,000

Identified Need	Hospital Initiative IV	Primary Objective of the Initiative	Single or Multi-Year Initiative Time Period	Key Partners and/or Hospitals in initiative development and/or implementation	Evaluation dates	Outcome	Continuation of Initiative	Estimated Cost of Initiative
To address health care needs of the community and to provide medical tests for individuals w/o health insurance or adequate health coverage.	Bowie Health Center Annual Health Fair	To work with area businesses and organizations as partners to build relationships while providing community members with access to free health care services, i.e., flu vaccine, lab tests for A1C, prostate screening, and cholesterol screening, etc.	Multi-Year Initiative: Event has been held annually for almost 20 years. Time Period: Planning phase - April - September Event Held - September	Bowie Health Center, Bowie Health Center Foundation, Bowie State University School of Nursing, City of Bowie, Dimensions Healthcare System (Laurel Regional Hospital, Prince George's Hospital Center), Dimensions Surgery Center, Emeritus at Woodward Estates, Larkin Chase Care and Rehabilitation Center, Medifast Weight Control Center of Bowie, New Dimensions, Prince George's Community College Department of Nursing, Prince George's County	Annual; evaluation forms distributed to attendees during fair and collected at various locations on campus.	Approximately 1,200 people attend the health fair, most are 18+ years of age or older. A great number (based on who filled out evaluation forms) are over the age of 50. There were more than 46 screening, consultation or other services offered to attendees and approximately 51 exhibitors at the health fair. The event also had a stage with different organizations demonstrating many ways to stay fit including Yoga, belly dancing and more. Statistics included HIV/AIDS screening tests (30), 12 gyn exams, 167 flu vaccinations, 30 lung function tests, 3 DEXA scans, 9 digital mammograms, 10 CT lung scans, 54 heel dEXA screening, 153 lab tests (A1C, cholesterol, and PSA).	Yes, we will continue to provide this health fair for local residents; feedback from the community is very positive.	Approx. \$26,500

Identified Need	Hospital Initiative IV Cont'd	Primary Objective of the Initiative	Single or Multi-Year Initiative Time Period	Key Partners and/or Hospitals in initiative development and/or implementation	Evaluation dates	Outcome	Continuation of Initiative	Estimated Cost of Initiative
				Fire and EMS Department Northview Station #816		Bowie Senior Center lecture included subjects ranging from menopause, weight loss, osteoarthritis, diabetes management, brain stimulation, balance and aging, understanding and maximizing Social Security Income, peripheral arterial disease, back pain issues, and health status interference.		

APPENDIX II

FINANCIAL ASSISTANCE PROGRAM POLICY
#210-01

FINANCIAL ASSISTANCE PROGRAM

PURPOSE: To identify circumstances when Dimensions Healthcare System (DHS) may provide care without charge or at a discount commensurate with the ability to pay, for a patient whose financial status makes it impractical or impossible to pay for medically necessary services. This policy applies only to facility charges and not physician or other independent company billings. The provision of free and discounted care through our Financial Assistance Program is consistent, appropriate and essential to the execution of our mission, vision and values, and is consistent with our tax-exempt, charitable status.

Resources are limited and it is necessary to set limits and guidelines. These guidelines are not designed to discourage or turn away those in need from seeking treatment. They guidelines are intended to assure that the resources the Hospital can afford to devote to its patients are focused on those who are most in need and least able to pay, rather than those who choose not to pay. Financial assessments and the review of patients' assets and financial information is intended for the purpose of assessing need as well as gaining a holistic view of the patients' circumstances. Dimensions Healthcare System is committed to:

- Communicating this purpose to the patient so they can more fully and freely participate in providing the needed information without fear of losing basic assets and income;
- Assessing the patients' capacity to pay and reach payment arrangements that do not jeopardize the patients' health and basic living arrangements or undermine their capacity for self-sufficiency;
- Upholding and honoring patients' rights to appeal decisions and seek reconsideration, and to have a self-selected advocate to assist the patient throughout the process;
- Avoiding seeking or demanding payment from or seizing exempt income or assets; and
- Providing options for payment arrangements, without requiring that the patient select higher cost options for repayment.

CANCELLATION: This policy supersedes DHS Policy No. 200-41, "Financial Assistance Program," dated January 23, 2008, which is cancelled.

POLICY: Dimensions Healthcare System has a long tradition of serving the poor, the needy, and all who require health care services. However, our Hospitals alone cannot meet every community need. They can practice effective stewardship of resources in order to continue providing accessible and effective health care services. In keeping with effective stewardship, provision for financial assistance will be budgeted annually. Our Hospitals will continue to play a leadership role in the community by helping to promote community-wide responses to patient needs, in partnership with government and private organizations.

In order to promote the health and well-being of the community served, individuals with limited financial resources who are unable to access entitlement programs shall be eligible for free or discounted health care services based on established criteria. Eligibility criteria will be based upon the Federal Poverty guidelines and will be updated annually in conjunction with the published updates by the United States Department of Health and Human Services. All open self-pay balances may be considered for financial assistance. If a determination is made that the patient has the ability to pay all or a portion of the bill, such a determination does not prevent a

reassessment of the person's ability to pay at a later date. The need for financial assistance is to be re-evaluated at the following times:

- Subsequent rendering of services,
- Income change,
- Family size change,
- When an account that is closed is to be reopened, or
- When the last financial evaluation was completed more than six months before.

To be considered for financial assistance, the patient must cooperate with the facility to provide the information and documentation necessary to apply for other existing financial resources that may be available to pay for his or her health care, such as Medicaid. Patients are responsible for completing the required application forms and cooperating fully with the information gathering and assessment process, in order to determine eligibility for financial assistance.

Appropriate signage will be visible in the facility in order to create awareness of the financial assistance program and the assistance available. At a minimum, signage will be posted in all patient intake areas, including, but not limited to, the Emergency Department, the Billing Office, and the Admission/Patient Registration areas. Information such as brochures will be included in patient services/information folders and/or at patient intake areas. All public information and/or forms regarding the provision of financial assistance will use languages that are appropriate for the facility's service area in accordance with the state's Language Assistance Services Act.

The necessity for medical treatment of any patient will be based on the clinical judgment of the provider without regard to the financial status of the patient. All patients will be treated with respect and fairness regardless of their ability to pay.

DEFINITIONS:

- A. *Assets:* Includes immediately available cash and investments such as savings and checking as well as other investments, including retirement or IRA funds, life insurance values, trust accounts, etc. The following are to be considered exempt and shall not be considered in determining whether the uninsured patient qualifies for an uninsured discount:
1. Homestead property
 2. \$2,000 for the uninsured patient, or \$3,000 for the uninsured patient and one dependent residing together.
 3. \$50 for each additional dependent residing in the same household.
 4. Personal effects and household goods that have a total value of less than \$2,000.
 5. A wedding and engagement ring and items required due to medical or physical condition.
 6. One automobile with fair market value of \$4,500 or less.
 7. Patient must have less than \$10,000 in net assets.
- B. *Bad Debt Expense:* Uncollectible accounts receivable that were expected to result in cash inflows (i.e. the patient did not meet the facility's Financial Assistance eligibility criteria). They are defined as the provision for actual or expected uncollectible expenses resulting from the extension of credit.

- C. *Financial Assistance:* Health care services that were never expected to result in cash inflows, resulting from a provider's policy to provide health care services free or at a discount to individuals who meet the established criteria.
- D. *Financial Assistance Committee:* A committee consisting of the Chief Financial Officer, Corporate Director of Patient Financial Services, Risk Manager, Director of Case/Care Management, and the Director of Patient Relations, or a similar mix of individuals.
- E. *Contractual Adjustments:* Differences between revenue at established rates and amounts realized from third party payers under contractual agreements.
- F. *Disposable Income:* Annual family income divided by twelve (12) months, less monthly expenses.
- G. *Family:* The patient, his/her spouse (including a legal, common law spouse) and his/her legal dependents according to the Internal Revenue Service rules. Therefore, if the patient claims someone as a dependent on their income tax return, they may be considered a dependent for purposes of the provision of Financial Assistance.
- H. *Family Income:* Gross wages, salaries, dividends, interest, Social Security benefits, workers compensation, veterans benefits, training stipends, military allotments, regular support from family members not living in the household, government pensions, private pensions, insurance and annuity payments, income from rents, royalties, estates and trusts.
- I. *Qualified Patient:*
 - 1. *Financially Needy:* A person who is uninsured or underinsured and is accepted for care with no obligation or a discounted obligation to pay for the services rendered based on the medical facility's eligibility criteria set forth in this policy.
 - 2. *Medically Needy:* A patient who does not qualify as financially needy, but whose medical or Hospital bills, even after payment by third-party payers, exceed 50% of their gross income. The patient who incurs catastrophic medical expenses is classified as medically needy when payment would require liquidation of assets critical to living or would cause undue financial hardship to the family support system.
- J. *Medically Necessary Service:* Any inpatient or outpatient Hospital service that is covered by and considered to be medically necessary under Title XVIII of the federal Social Security Act. Medically necessary services do not include any of the following:
 - 1. Non-medical services such as social, educational, and vocational services
 - 2. Cosmetic surgery

PROCEDURE:

- A. Financial Assistance Guidelines and Eligibility Criteria
 - 1. To be eligible for a 100 percent (100%) reduction from the patient portion of billed charges (i.e. full write-off) the patient's household income must be at or below 150 percent of the current Federal Poverty Guidelines. 150 percent (150%)

- of the Federal Poverty Guidelines represents an individual earning minimum wage.
2. Patients with household income that exceeds 150 percent (150%) but is less than 300 percent (300%) of the Federal Poverty Guidelines will be eligible for a sliding scale discount of the patient portion of billed charges.
 3. Medically needy patient accounts will be considered on a case-by-case basis by the Financial Assistance Committee. The discounts to be applied will be based on a determination of what the family could reasonably be expected to pay, based on a review of current disposable income and expenses.
 4. Individuals who are deemed eligible by the State of Maryland to receive assistance under the Violent Crime Victims Compensation Act or the Sexual Assault Victims Compensation Act shall be deemed eligible for financial assistance at a level to be determined on a case-by-case basis by the Financial Assistance Committee.
 5. Financial assistance applications will be considered as long as an account is open or when a change in patient financial status is determined.
 6. After the financial assistance adjustment has been computed, the remaining balances will be treated in accordance with Patient Financial Services policies regarding self-pay balances. Payment terms will be established on the basis of a reasonable proportion of disposable income negotiated with the patient. No interest charges will accrue to the account balance while payments are being made. This also applies to payments made through a collection agency.

B. Identification of Potentially Eligible Patients

1. Where possible, prior to the admission of the patient, Admitting will conduct a pre-admission interview with the patient, the guarantor, and/or his/her legal representative. If a pre-admission interview is not possible, this interview should be conducted upon admission or as soon as possible thereafter. In the case of an emergency admission, the Hospital's evaluation of payment alternatives should not take place until the required medical care has been provided. At the time of the initial interview, the following information should be gathered:
 - a) Routine and comprehensive demographic data.
 - b) Complete information regarding all existing third party coverage.
2. Identification of potentially eligible patients can take place at any time during the rendering of services or during the collection process.
3. Those patients who may qualify for financial assistance from a governmental program should be referred to the appropriate program, such as Medicaid, prior to consideration for financial assistance.
4. Prior to an account being authorized for the filing of suit, a final review of the account will be conducted and approved by the Corporate Director of Patient Financial Services to make sure that no application for financial assistance was ever received. Prior to a summons being filed, the CFO's approval is required. Dimensions Healthcare System Facilities will not request body attachments from

the court system for payment of an outstanding account; however it is recognized that the court system may take this action independently.

C. Determination of Eligibility

1. All patients identified as potential financial assistance recipients should be offered the opportunity to apply for financial assistance. If this evaluation is not conducted until after the patient leaves the facility, or in the case of outpatients or emergency patients, a Patient Financial Services representative will mail a financial assistance application to the patient for completion. In addition, whenever possible, patient billing and collection communications will inform patients of the availability of financial assistance with appropriate contact information. When no representative of the patient is available, the facility should take the required action to have a legal guardian/trustee appointed.
2. Requests for financial assistance may be received from:
 - a. The patient or guarantor;
 - b. Church-sponsored programs;
 - c. Physicians or other caregivers;
 - d. Various intake department of the institutions;
 - e. Administration;
 - f. Other approved programs that provide for primary care of indigent patients.
3. The patient should receive and complete a written *Application for Financial Assistance* (Attachment) and provide all supporting data required to verify eligibility.
4. In the evaluation of an application for financial assistance, a patient's total resources will be taken into account which will include, but not be limited to, analysis of assets (identified as those convertible to cash and unnecessary for the patient's daily living expense), family income and medical expenses. A credit report may be generated for the patient as well as for the purpose of identifying additional expense, obligations, assets and income to assist in developing a full understanding of the patients' financial circumstances.
5. If a patient qualifies as medically needy, then the application should be referred to the Financial Assistance Committee for review and determination.
6. Approval for financial assistance for amounts up to \$50,000 should be approved by the Director of Patient Financial Services. Financial assistance for amounts greater than \$50,000 must be approved by the CFO.
7. Upon completion of the application and submission of appropriate documentation, the Patient Financial Services representative will complete the Financial Assistance Worksheet (see PFS Department for current form). The information shall be forwarded to the Director of Patient Financial Services or their designee for determination. Financial assistance approval will be made in accordance with the guidelines and documented on the worksheet (see PFS Department for current form).

8. Accounts where patients are identified as medically needy or accounts where the collector or Director has identified special circumstances that affect the patient's eligibility for financial assistance will be referred to the Financial Assistance Committee for consideration and final determination. The Committee's review of accounts that do not clearly meet the criteria and the decisions and rationale for those decisions will be documented and maintained in the account file (see PFS Department for current form).
9. A record, paper or electronic, should be maintained reflecting authorization of financial assistance (see PFS Department for current form). These documents shall be kept for a period of seven (7) years.

D. Notification of Eligibility Determination

1. Clear guidelines as to the length of time required to review the application and provide a decision to the patient should be provided at the time of application. Prompt turnaround and a written decision, which provides a reason(s) for denial will be provided, generally within thirty (30) days of receipt of a complete application. Patients will be notified in the denial letter that they may appeal this decision and will be provided contact information to do so.
2. If a patient disagrees with the decision, the patient may request an appeal process in writing within seven (7) days of the denial. The Financial Assistance Committee will review the application. Decisions reached will normally be communicated to the patient within two (2) weeks, and reflect the organization's final and executive review.
3. Collection activity will be suspended during the consideration of a completed financial assistance application or an application for any other healthcare bracket (i.e., Medicare, Medicaid, etc.). A note will be entered into the patient's account to suspend collection activity until the financial assistance process is complete. If the account has been placed with a collection agency, the agency will be notified by telephone to suspend collection efforts until a determination is made. This notification will be documented in the account notes. The patient will also be notified verbally that the collection activity will be suspended during consideration. If a financial assistance determination allows for a percent reduction but leaves the patient with a self-pay balance, payment terms will be established on the basis of disposable income.
4. If the patient complies with a payment plan that has been agreed to by the Hospital, the Hospital shall not otherwise pursue collection action against the patient.
5. If the patient has a change in their financial status, the patient should promptly notify Patient Financial Services. The patient may request and apply for financial assistance or a change in their payment plan terms.

E. Availability of Policy: Every Hospital, upon request, must provide any member of the public or state governmental entity a copy of its financial assistance policy.

F. Application Forms: Every Hospital must make available, upon request by a member of

the public, a copy of the application used by the Hospital to determine a patient's eligibility for financial assistance.

G. Monitoring and Reporting

1. A financial assistance log from which periodic reports can be developed shall be maintained aside from any other required financial statements. Financial assistance logs will be maintained for a period of seven (7) years. At a minimum, the financial assistance logs are to include:
 - a. account number,
 - b. date of service,
 - c. application mailed (y/n),
 - d. application returned and complete (y/n),
 - e. total charges,
 - f. self-pay balances,
 - g. amount of financial assistance approved,
 - h. date financial assistance was approved.

2. The cost of financial assistance will be reported annually in the community Benefit Report. Financial will be reported as the cost of care provided (not charges) using the most recently audited Medicare cost report and the associated cost to charge ratio.

ORIGINATOR: Finance/Patient Financial Services

APPROVAL:

Neil J. Moore
President & Chief Executive Officer

Financial Assistance Program 210-01 (1/23/2008, 7/26/2012)

ATTACHMENT:

Application for Financial Assistance

Services for Which You Are Requesting Financial Assistance

Date(s) of service: _____

Total amount of bill: _____

Amount of assistance requested: _____

Have you applied for Medical Assistance? Yes No

If yes, what was the determination? _____

Account Number: _____ Medical Record Number: _____

Family Income

Please list the amount of your monthly income from the following possible sources and include copies of your federal tax return and other documents to show proof of income. If you have no income, please provide a letter of support from the person providing your housing and meals.

	Monthly Amount
Employment	_____
Retirement/pensions benefits	_____
Social Security benefits	_____
Public Assistance benefits	_____
Disability benefits	_____
Unemployment benefits	_____
Veteran's benefits	_____
Alimony	_____
Rental property income	_____
Strike benefits	_____
Military allotment	_____
Farm or self-employment	_____
Other income source	_____

Liquid Assets

	Current Balance
Checking accounts	_____
Savings account	_____
Stocks, bonds, CD, money market, or other accounts	_____

Other Assets

If you own any of the following items, please list the type and approximate value.

Home	Approximate value

Automobile Make _____ Year _____	Approximate value
Additional vehicle Make _____ Year _____	Approximate value
Additional vehicle Make _____ Year _____	Approximate value
Other property	Approximate value

Monthly Expenses

	Amount
Rent or Mortgage	_____
Utilities	_____
Car payment(s)	_____
Credit cards(s)	_____
Car insurance	_____
Health insurance	_____
Other medical expenses	_____

Other Expenses

Do you have any other unpaid medical bills? Yes No

For what service? _____

If you have arranged a payment plan, what is the monthly payment? _____

If you request that the Hospital extend additional financial assistance, the Hospital may request additional information in order to make a supplemental determination. By signing this form, you certify that the information provided is true and agree to notify the Hospital of any changes to the information provided within ten days of the change.

Applicant Signature

Date

APPENDIX III

PATIENT INFORMATION SHEET “WHAT YOU SHOULD KNOW AS A PATIENT”

- Know what medicines you take and why you take them. Medicine errors are the most common healthcare mistakes.
- Use a facility, clinic, surgery center or healthcare facility that has been carefully checked out.
- Participate in all decisions about your treatment. You are the center of the healthcare team.

*Speak Up is a Joint Commission Patient Safety Program Initiative

Health Care Decisions

Dimensions recognizes and respects the rights of patients with decision-making capacity to participate in decisions about their medical treatment. Making health care decisions can be very complex and difficult, especially when the patient does not have the capacity to make their own healthcare decisions. Family members may have difficulty making these health care decisions for the patient.

The Ethics Committee is available to assist patients, families and facility staff in determining the most appropriate plan of care. A family member, physician or a healthcare team member can request an Ethics consultation at Prince George's Hospital Center by calling (301) 618-2740 or at Laurel Regional Hospital by calling (301) 497-7911.

Advance Directives

You have the right to accept or refuse treatment, including forgoing or withdrawing life-sustaining treatment or withholding resuscitative services. These decisions, called advance directives, can include:

- the right to accept or refuse care
- the right to make oral or written declarations
- a living will
- a durable power of attorney for health care decisions
- organ donation wishes

If you would like information about advance directives, ask any member of the healthcare team.

If you have an advance directive, please give a copy to staff so that all members of the healthcare team will be aware of your wishes. You can review, revise or withdraw your advance directive at any time. We will honor your advance directive in accordance with the law.

Other Services

Pastoral Care

Patients and family members often turn to their faith for emotional support in a time of illness or grief. We work with the community faith system to provide support to patients and family who desire pastoral care. Please ask your caregiver if you would like to request a pastoral care visit.

Chapel

There is a chapel available to patients and their families for prayer, meditation and reflection. This room is unattended and provides a quiet place for patients and their families to pray.

Support Groups

We offer a number of support groups. Please ask staff for a list of support groups.

Corporate Compliance

Dimensions Healthcare Systems is committed to excellence. Our services are provided in accordance with applicable laws and regulations. Staff is continuously educated and practice according to legal and ethical standards while providing quality healthcare services to our patients and family members.

If you have any concerns, please contact Corporate Compliance via the Compliance Hotline (877) 631-0015.

Safety and Security

Everyone has a role in making healthcare safe -- staff and you. Every staff member will display picture identification. You must wear your ID band until you are discharged.

You, as the patient, play a vital role in making your care visit safe by becoming an active, involved and informed member of your health care team.

We encourage you to notify us if you have concerns about your safety. To report a concern, please call the Safety Hotline at (301)-618-6400.

Patient Property and Valuables

For your own protection, you should not bring items of value to the facility and we request that you send any personal property home that you may have with you. The facility does not accept responsibility for patient property or valuables.

Smoking

To provide a healthy environment, Dimensions is a smoke-free campus. You must refrain from smoking on all facility property.

To support our employees, family and friends who wish to stop smoking, a free Smoking Cessation Program is offered. The program is 4-weeks in length (one group session per week for 1½ hours). Day and evening sessions are available. To participate, you must be 18 years old and a Maryland resident. For more information, call (301).618.6363

Follow-up Phone Call

Upon discharge from the hospital/visit, you may receive a follow-up phone call to see how you are doing. It is our goal to be your hospital of choice. Feel free to share your concerns or suggestions with us during this call.

Copy of your Medical Record

If you need a copy of your medical record, you can request a copy by visiting the Health Information Management.



Dimensions Healthcare System

**Prince George's Hospital Center
Laurel Regional Hospital
Bowie Health Center
Glenridge Medical Center
Senior Health Center**

What You Should Know As A Patient

Access to Care

Each patient has the right to quality care, treatment, service or accommodations that are available or medically necessary without consideration of race, color, religion, sex, national origin, age, handicap or source of payment.

Interpretive Services

A patient and/or his/her companion with hearing, language, speech, vision, or other cognitive impairments, will be offered assistance to ensure effective communication and access to healthcare services at no charge.

If you need assistance or have questions about available accommodations, you may ask any staff member for assistance. If you or a visitor believes you have been unable to use the facility's full array of services, we encourage you to contact the Patient Representative.

Patient Representative

A Patient Representative is available to meet with patients and families who have questions and concerns about their stay, to facilitate problem resolution and to assist with special needs. You may contact the Patient Representative at Prince George's Hospital Center at (301) 618-3857 or at Laurel Regional Hospital at (301) 497-8765.

Complaints/Grievances

For complaints and grievances contact the Patient Representative **OR** you may file directly with one of the following agencies.

Maryland Department of Health and Mental Hygiene
Office of Health Care Quality
Spring Grove Center, Bland Bryant Building
55 Wade Avenue
Catonsville, Maryland 21228
Facilities: (410) 402-8000 or (877) 402-8218
Nursing Homes: (410) 402-8201 or (877) 402-8219

OR

The Joint Commission
Office of Quality Monitoring
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
Phone: (800) 994-6610 / Fax: (630) 792-5636
E-mail: complaint@jointcommission.org

For Medicare discharge and appeal rights:

Delmarva Foundation for Medical Care
6940 Columbia Gateway Drive
Suite 240
Columbia, MD 21046
Phone: (800) 492-5811 or TTY (800) 732-2258

For behavioral health services:

Maryland Disability Law Center
1800 N. Charles Street
Suite 400
Baltimore, Maryland 21201
Phone: (410) 727-6352 or (800) 233-7201
Fax: (410) 727-6389

For concerns regarding medications:

Maryland Board of Pharmacy
4201 Patterson Avenue
Baltimore, Maryland 21215
Phone: (410) 764-4755 / Fax: (410) 358-6207
Email: MDBOP@DHMH.STATE.MD.US

Financial Information

Your insurance information will be verified at each visit in order to bill your insurance company for payment on your behalf. Payment of all known deductibles, co-payments and non-covered services will be required at the time service is rendered.

You may receive a bill from Dimensions for facility fees and from individual physicians for professional fees.

If you need financial assistance, you may qualify for Dimensions' financial assistance program or arrange a payment plan for your facility fees. Financial assistance is not available for professional fees billed to you by individual physicians.

If you have questions regarding your bill, call the Business Office at (301) 618-3100.

For concerns about payment or lack of payment by your health insurance plan, you may file a complaint directly to:

Maryland Insurance Administration
Attn: Consumer Complaint Investigation
Life and Health Compliant Unit
200 St. Paul Place, Suite 2700
Baltimore, Maryland 21202
Phone: (410) 468-2000 or (800) 492-6116
Fax: (410) 468-2270 or (410) 468-2260

Patients' Rights and Responsibilities

Healthcare is a cooperative effort between you (the patient) and Dimensions. It is important for you to understand your rights, be well informed and actively participate in decisions about your care.

YOUR RIGHTS ARE:

- To be informed of your rights.
- Be treated in a dignified and respectful manner.
- Respect your cultural and personal values, beliefs and preferences.
- Respect your right to privacy.
- Respect your right to pain management.
- Right to religious and other spiritual services.
- Access, request amendment to and obtain information on disclosure of your health information in accordance with the law.
- Receive information in a manner you understand.
- Participate in decisions about care/treatment/services.
 - Notify your physician of your admission to the facility.
 - Receive written information about the right to refuse care/treatment/services.
 - Respect patient's right to refuse care/treatment/service in accordance with the law.
 - Respect role of the surrogate decision-maker to make or refuse care/treatment/service on the patient's behalf in accordance with the law.
 - Involve patient's family in care/treatment/service decisions to the extent permitted by the patient or surrogate decision-maker in accordance with the law.
 - Inform (physician) patient or surrogate decision-maker about unanticipated outcomes of care/treatment/service when not already aware of the occurrence or when further discussion is needed.

- To give or withhold informed consent for care/treatment/service.
- To give or withhold informed consent to produce or use recordings, films or other images for purposes other than care/treatment/service.
- To participate or refuse to participate in research, investigation and clinical trials.
- To receive information about the individual(s) responsible for, as well as those providing care/treatment/service.
- To be free from neglect, exploitation and verbal, mental, physical and sexual abuse.
- Receive care in an environment that preserves dignity and contributes to a positive self image.

- To voice complaints and make recommendations without being subject to coercion, discrimination, retaliation or unreasonable interruption of care.
 - Receive information about filing a complaint with the facility and/or relevant authority.
- Access protective and advocacy services.
- Maintain confidentiality of your health information record.
- To be free from restraint or seclusion of any form, imposed as a means of coercion, discipline, convenience, or retaliation by staff.

YOUR RESPONSIBILITIES ARE:

- Provide Information - Accurate information regarding your past medical history, previous and concurrent health problems, medications and treatment, insurance data, Advance Directives and all other matters pertaining to your health status.
- Protect Your Safety
 - Mark the correct site or side of your body before a procedure.
 - Remind staff to check your ID band.
 - Remind staff to wash their hands.
 - Look for an ID badge on all staff.
 - Immediately report to a member of the healthcare team any safety concerns and/or unexpected change(s) in your condition.
- Comply with Instructions:
 - Fully participate in your plan of care.
 - Follow the prescribed therapies and treatments ordered.
 - Assume responsibility for your discharge and follow-up care.
- Patients and their visitors must follow Facility Rules and Regulations including visiting hours, smoking policy and behavior expectations.
- ***SPEAK UP™:** Be an active member of your healthcare team and help us make your healthcare safer.
 - **S**peak-up if you have questions or concerns. If you still don't understand, ask again.
 - **P**ay attention to your care. Always make sure you're getting the right treatments and medicines by the right healthcare professionals. Don't assume anything.
 - **E**ducate yourself about your condition. Learn about the medical tests and your treatment plan.
 - **A**sk a trusted family member or friend to be your advocate (advisor or supporter).

APPENDIX IV

MISSION, VISION, AND VALUES STATEMENT #200-24

MISSION, VISION AND VALUES STATEMENTS

MISSION

Within the Dimensions Healthcare System, it is our mission to provide comprehensive health care of the highest quality to residents, and others who use our services while strengthening our relationships with universities, research and health care organizations to ensure best in class patient care.

VISION

To be recognized as a premier regional health care system.

VALUES

Dimensions Healthcare System:

- **Respects** the dignity and privacy of each patient who seeks our service.
- Is committed to **Excellent Service** which exceeds the expectations of those we serve.
- Accepts and demands **Personal Accountability** for the services we provide.
- Consistently strives to provide the highest **Quality** work from individual performance.
- Promotes **Open Communication** to foster partnership and collaboration.
- Is committed to an **Innovative Environment**; encouraging new ideas and creativity.
- Is committed to having its hospitals meet the highest standards of **Safety**.

APPROVAL:

Kenneth E. Glover
President & Chief Executive Officer

Mission, Vision, Values and Service Priorities 200-24 (6/6/2006, 4/16/2009, 11/1/2010, 7/14/2011)