



FORT WASHINGTON MEDICAL CENTER

Community Benefit Report

Fiscal Year 2014

Submitted to:

Health Services Cost Review Commission, 4160 Patterson Avenue, Baltimore, MD 21215

December 15, 2014

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: |
|--|-----------------------|---|--|--|--|
| Licensed for 31 beds; 27 Beds – Acute Care 4 Beds – Critical Care Unit | 2,200 | <ul style="list-style-type: none"> • 20744 • 20745 • 20748 | None | 15.4% | 24.4% |

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.

Fort Washington Medical Center is the newest hospital in the Maryland system. Licensed for 31 beds, it admits more than 2,200 patients through its medical-surgical unit and sees nearly 45,000 patients through its Emergency Room.

It provides inpatient and outpatient care, diagnostic laboratory and radiology services, inpatient pharmacy, rehabilitation, and ambulatory surgical services. Fort Washington Medical Center maintains its ties with area residents through community wellness programs, dedicated services, and responsive staff.

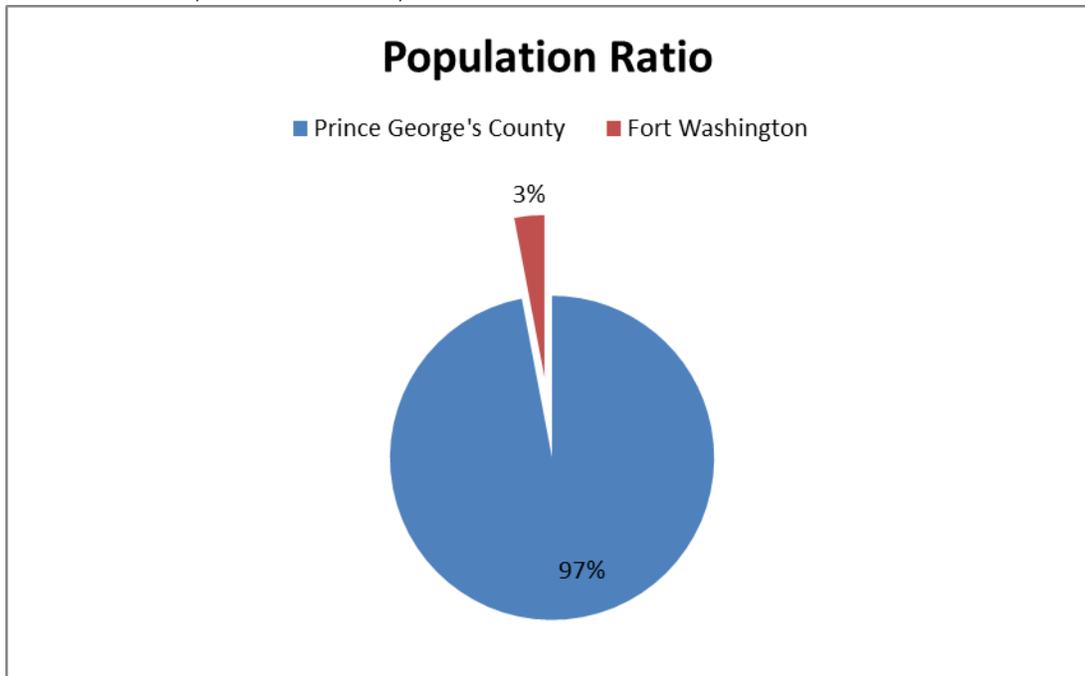
The hospital primarily serves residents of Fort Washington, Maryland where the facility is based. However, it also serves residents of Oxon Hill and Temple Hills. Collectively, these three areas of Prince George's County constitute more than 60 percent of the hospital's entire patient base.

Prince George's County, Maryland, is located immediately north, east, and south of Washington, D.C and 18 miles south of the City of Baltimore. The county has 485 square miles and 881,876 residents, which 48% are males and 52% are females who make up the population. In addition, the county race population consists of: 20% White, 64% Black, and 0.4% American Indian and Alaska Native races. Prince George's County is considered the second most populous jurisdiction in the State of Maryland.

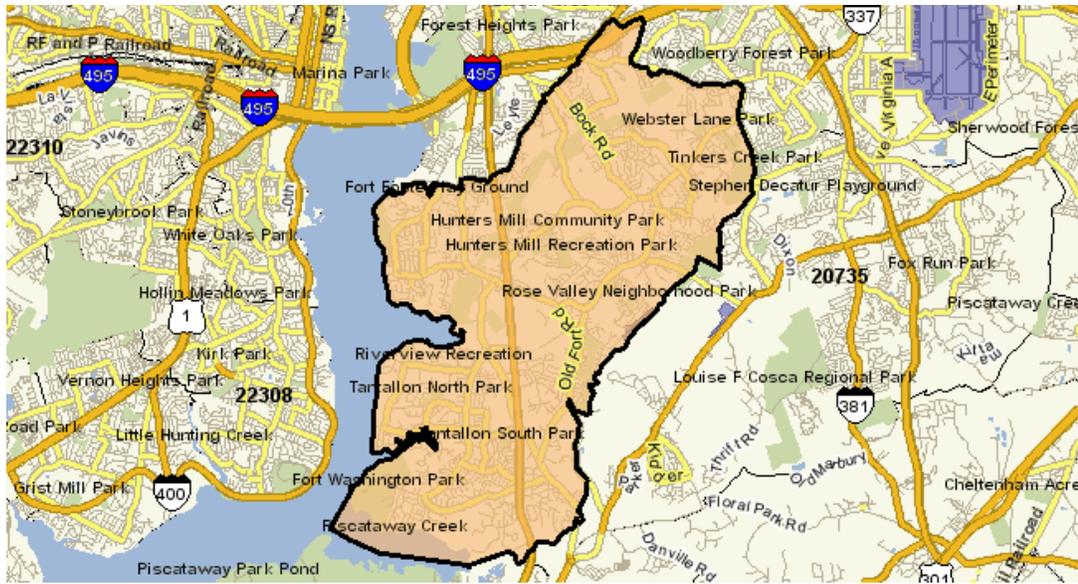
Fort Washington, Oxon Hill and Temple Hills comprise Fort Washington Medical Center's Community Based Service Area (CBSA) and are located in Prince George's County. The suburban cities are within a short distance from the Washington, D.C./Maryland line. African Americans make-up the majority of the population FWMC serves.

Fort Washington, 20744

Fort Washington encompasses a 14-square mile radius and. According to the Claritas.com, Fort Washington has a population of 53,701 people, represents roughly 3% of Prince George's County population. The racial dynamic of Fort Washington is primarily African-American with 75.5% residents; 14.6% White residents; 6.4% Asian, and the remainder of other races are, Native Hawaiian, American Indian, and Pacific Islander.

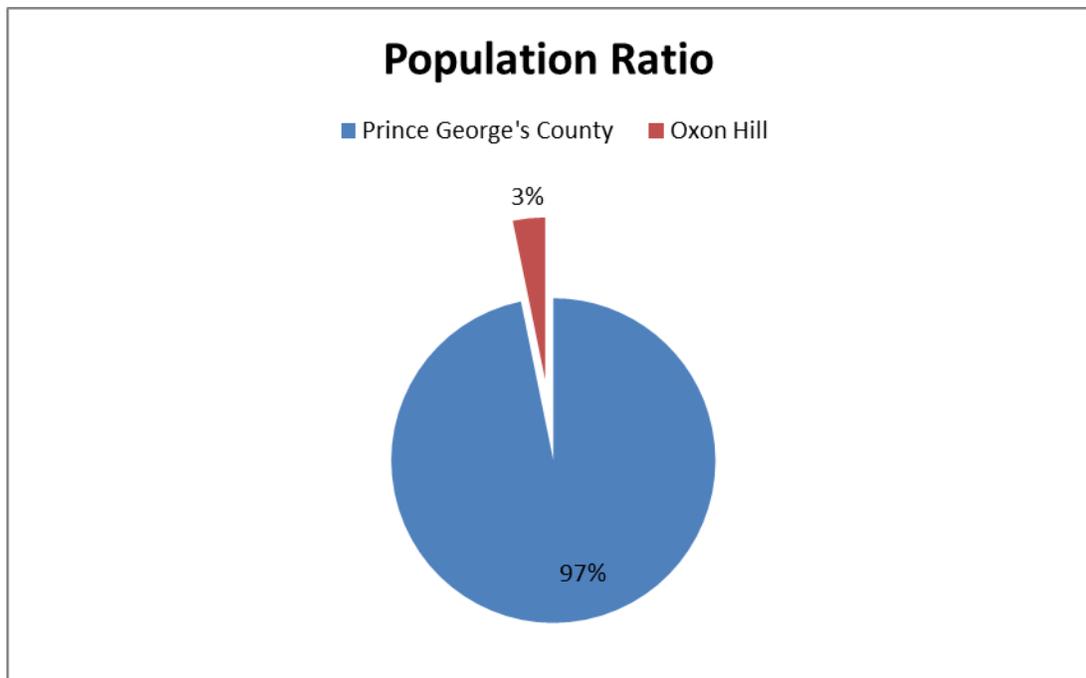


According to Maryland-demographics.com, Fort Washington is the 55th most populated city in the state of Maryland out of 513 cities. In addition, 3.8% of Fort Washington residents live in poverty.



Oxon Hill, 20745

Surrounding portions of Fort Washington is 9-square miles of land in Oxon Hill, Maryland. It extends along the 210 North corridor and along Southern Avenue, which separates it from Washington, D.C. According to the Claritas.com, its population is 29,282 residents and represents 3% of Prince George's County population.

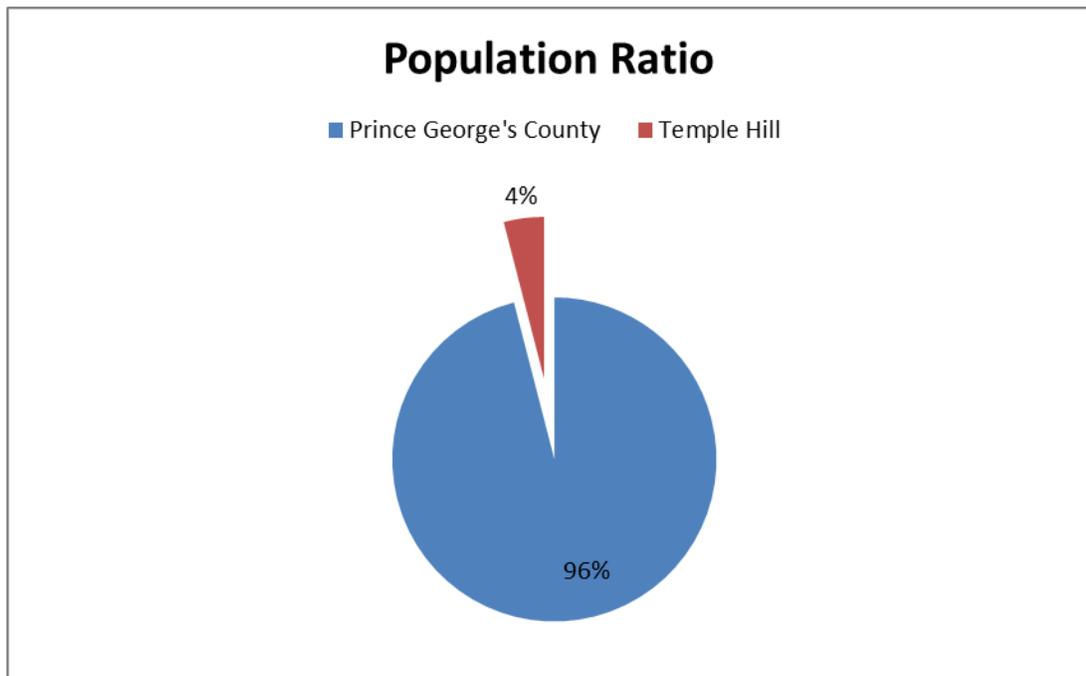


The racial make-up of Oxon Hill is 84.6% African-Americans; 8.2% White residents and 4.2% Asian residents.

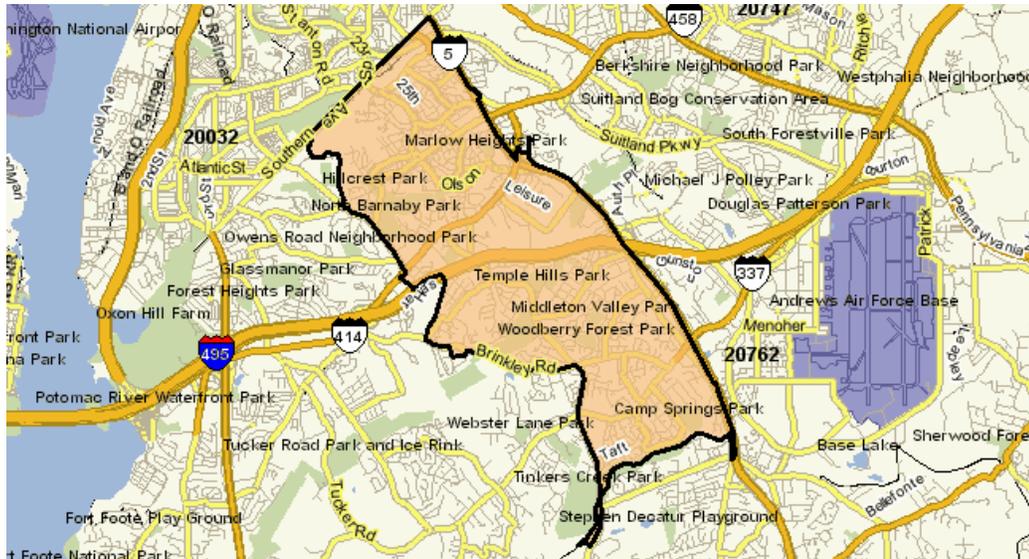


Temple Hills, 20748

Another component of the FWMC service area is Temple Hills, which is 1.4 square miles, and is west of Oxon Hill and southeast of Washington, D.C. According to Claritas.com, Temple Hills has a population of 36,957 people and represents 4% of Prince George's County population.



African-Americans comprise the majority of the population with 85.4% residents, 11.0% White residents and 1.9% Hispanic residents. There is a small population of Native Hawaiian, American Indian and Pacific Islanders.



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

| DEMOGRAPHIC CHARACTERISTICS | INFORMATION | DATA SOURCE |
|--|---|--|
| Community Benefit Service Areas (CBSA) Target Population (target population, by sex, race, ethnicity, and average age) | 20744 20745 20748 | FWMC’s CPSI Information System |
| Target Population | Total Population of 20744: 53,701 Total Population of 20745: 29,282 Total Population of 20748: 36,957 Total Population: 93,490 | http://factfinder2.census.gov http://www.claritas.com/MyBestSegments/Default.jsp?ID =20&menuOption=ziplookup&pageName=ZIP%2BCode |

| | | |
|----------------|--|--|
| | <p>Total Male Population:</p> <p>Zip Code 20744: 47.10%</p> <p>Zip Code 20745: 46.50%,</p> <p>Zip Code 20748: 46.10%</p> <p>Total Female Population:</p> <p>Zip Code 20744: 52.90%</p> <p>Zip Code 20745: 53.50%</p> <p>Zip Code 20748: 53.90%</p> | <p>http://www.claritas.com/MyBestSegments/Default.jsp?ID=20&menuOption=ziplookup&pageName=ZIP+Code+Lookup#</p> <p>http://www.claritas.com/MyBestSegments/Default.jsp?ID=20&menuOption=ziplookup&pageName=ZIP+Code+Lookup#</p> <p>http://www.zipdatamaps.com/20744</p> <p>http://www.zipdatamaps.com/20745</p> <p>http://www.zipdatamaps.com/20748</p> |
| Race/Ethnicity | <p>20744 Race Breakdown</p> <p>Black (non-Hispanic): 75.40%</p> <p>White (non-Hispanic): 8.30%</p> <p>Hispanic: 7.50%</p> <p>Asian: 0.20%</p> <p>Other: 0.20%</p> <p>20745 Race Breakdown</p> <p>Black (non-Hispanic): 78.90%</p> <p>White (non-Hispanic): 4.60%</p> <p>Hispanic: 9.80%</p> <p>Asian: 0.20%</p> <p>Other: 0.20%</p> <p>20748 Race Breakdown</p> <p>Black (non-Hispanic): 86.10%</p> <p>White (non-Hispanic): 5.50%</p> <p>Hispanic: 5.00%</p> <p>Asian: 0.30%</p> <p>Other: 0.20%</p> | <p>http://www.zipdatamaps.com/20744</p> <p>http://www.zipdatamaps.com/20745</p> <p>http://www.zipdatamaps.com/20748</p> |
| Average Age | <p>Median age of residents in Prince George's County: 34 years old (Males: 32 years old, Females: 36 years old) (Median age for: White residents: 39 years old, Black residents: 36 years old, American Indian residents: 30 years old, Asian residents: 34 years old, Hispanic or Latino residents: 27 years old, Other race residents: 27 years old)</p> | <p>https://suburbanstats.org/population/maryland/how-many-people-live-in-prince-george-s-county</p> |

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| Median Household Income | 20744: \$110,149 20745: \$67,574 20748: \$64,075 Median Income for Prince George's County is \$73,623 | Source: The U.S. Census Bureau State and County Quickfacts - http://quickfacts.census.gov/qfd/states/24/24033.html |
| Individuals/Households below the federal poverty line | 20744: 3.4% 20745: 6.3% 20748: 16.8% Prince Georges Families Below Poverty Level: 6.5% | 20744: http://www.city-data.com/zips/20744.html 20745: http://www.city-data.com/county/Prince_Georges_County-MD.html 20748: http://www.city-data.com/zips/20748.html http://www.princegeorgescountymd.gov/sites/Health/ContactUs/Publications/Documents/2014%20health%20report%20v4-08-14%20no%20blank%20pages.pdf |
| Percentage of uninsured people by County within the CBSA | Prince George's County: 15.4% 20744: 9.1% 20745: 14.8% 20748: 11.1% | http://factfinder2.census.gov/ |
| Percentage of Medicaid recipients by County within the CBSA | Prince George's County: 24.4% 20744: 24.6% 20745: 25.3% 20748: 28.4% | http://factfinder2.census.gov/ |
| Life Expectancy by County within the CBSA (including race and ethnicity where data is available). See SHIP website: www.dhmdh.maryland.gov/ship/SitePages/objective1.aspx and county profiles: www.dhmdh.maryland.gov/ship/SitePages/LHICcontacts.aspx | All Races Prince George's County: 77.8 years Black: 75.9 years White: 80.2 years | Source: http://eh.dhmdh.maryland.gov/ship/SHIP_Profile_Prince_Georges.pdf Source: Maryland Vital Statistics Annual Report, 2012 |
| Mortality Rates by County within the CBSA (including by race and ethnicity where data are available). | All Races, Total: 5,029 White: 1,405 Black: 3,303 | Data Source: Maryland Vital Statistics Annual Report, Division of Health Statistics, DHMH http://www.princegeorgescountymd.gov/sites/Health/ContactUs/Publications/Docu |

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| | <p>American Indian: 3</p> <p>Asian/Pacific Islander: 105</p> <p>Hispanic: 209</p> | <p>ments/2014%20health%20report%20v4-08-14%20no%20blank%20pages.pdf</p> |
| Food Stamp/SNAP benefits in the past 12 months (2013) | <p>Prince George's County: 27, 683</p> <p>20744- 401</p> <p>20745- 825</p> <p>20748- 462</p> | <p>http://factfinder2.census.gov/faces/tableservices/jsf/pages/productview.xhtml?_afpt=table</p> |
| Access to Healthy Food | <p>Access to Healthy Food: According to John Hopkins' Center for a Livable Future, 43 percent of county residents live in "food deserts," or low-income census tracts where residents are more than .5 miles (urban) or 10 miles (rural) from the nearest supermarket. The average for the state of Maryland is only 27 percent, according to the Prince George's County Food Systems Profile. Readily available are "food swamps" through a densely populated network of fast food chain restaurants, which make up 71 percent of the county's restaurants.</p> | <p>Access to Healthy Food</p> <p><i>Source: Institute for Public Health Innovation</i></p> <p>http://www.institutephi.org/</p> <p>http://www.institutephi.org/prince-georges-county-food-equity-forum-addresses-county-health-healthy-foods/</p> |
| Access to Transportation | <p>Metrobus, Metrotrail, TheBus, Call-A-Bus, Park and Ride, Commuter Connection, Central Maryland Regional Transit, Call-A-Cab, MARC and County Roads.</p> <p>Metro rail Subway- Serves 86 stations throughout the area along 106 miles of track, much of it underground.</p> <p>The Bus-Provides 27 routes, covering over 10,000 miles. Seniors (60+) and persons with disabilities and Medicare card holders with a valid photo ID ride FREE-of-charge during normal operational hours from 6 AM – 7 PM, Monday - Friday. In addition, persons with disabilities with a MetroAccess ID may bring one personal companion with them on board at no charge</p> <p>"Kids Ride Free" is available to students after school dismissal on regularly scheduled school days, Monday – Friday (holidays and vacations excluded), from 2:00 – 7:00 PM</p> <p>Commuter Connection- Program to help promote transportation alternatives and connect commuters to jobs, education, shopping, healthcare, and other important destinations</p> <p>Call-A-Bus- is a demand response curb-</p> | <p><i>Source:</i></p> <p>http://www.ridesmartsolutions.com/bus/thebus</p> <p>http://mta.maryland.gov/local-and-statewide-transit-info</p> |

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| | <p>to-curb service. Service is available to all residents of Prince George's County who are not served by or cannot use existing bus or rail services. However, priority is given to senior and disabled persons.</p> <p>Call-A-Cab- A transportation assistance program that provides mobility at a reduced cost for County seniors (age 60+) and/or County persons with disabilities. This program allows eligible residents to purchase coupon books that can be used to pay for rides with participating cab companies when Metrobus, Metrorail, and/or Call-A-Bus are not available.</p> <p>Metro Bus/Rail-Operates over 70 routes in Prince George's County. Serves most major population centers and travel corridors in the County, providing more than 2,600 trips daily.</p> | |
| <p>Available detail on race, ethnicity, and language within CBSA.</p> <p>See SHIP County profiles for demographic information of Maryland jurisdictions.</p> | <p>Race Detail:</p> <p>White alone, 26.6%</p> <p>Black or African American 65.1%</p> <p>American Indian and Alaska Native alone, 1.0%</p> <p>Asian 4.5%</p> <p>Native Hawaiian and Other Pacific Islander 0.2%</p> <p>Two or More Races 2.6%</p> <p>Hispanic or Latino 16.2%</p> <p>White alone, not Hispanic or Latino, 14.5%</p> <p>Language:</p> <p>Percent of population ages 5-17 who speak a language other than English at home: 17.7%</p> <p>Percent of population ages 5-17 who speak a language other than English at home (Spanish or Spanish Creole): 22.0%</p> <p>Number of population ages 5-17 who speak a language other than English(Spanish or Spanish Creole): 20,370</p> <p>Number of population ages 5-17 who speak a language other than English (other Indo-European languages): 4,680</p> <p>Number of population ages 5-17 who</p> | <p>Source: The U.S. Census Bureau State and County Quickfacts -</p> <p>http://quickfacts.census.gov/qfd/states/24/24033.html</p> <p>Language:</p> <p>http://www.princegeorgescountymd.gov/sites/Health/Resources/PlanningHealthStats/Statistics/Documents/Quick+Stats_Child+and+Adolescent_4-13.pdf</p> |

| | | |
|-----------------------|--|---|
| | <p>speak a language other than English (Asian and Pacific Island languages): 2,399</p> <p>Number of population ages 5-17 who speak a language other than English (other languages): 3,580</p> | |
| Environmental factors | <p>Prince George's has less access to care than its neighbors, with low numbers of physicians and high numbers of uninsured residents. The violent crime rate per 100,000 residents is 940 in Prince George's County compared with 649 for all 24 Maryland counties and 100 for all counties nationwide.</p> | <p>www.marylandnonprofits.org</p> |

II. COMMUNITY HEALTH NEEDS ASSESSMENT

1. Has your hospital conducted a Community Health Needs Assessment that conforms to the IRS definition detailed on pages 4-5 within the past three fiscal years?

Yes
 No

Provide date here. 3 /1 /2013

LINK: http://www.fortwashingtonmc.org/services/community_health/community_benefits.aspx

2. Has your hospital adopted an implementation strategy that conforms to the definition detailed on page 5?

Yes 8/ 30/13
 No

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. Vice President of Patient Services/Chief Nursing Officer
4. Vice President of Performance Improvement & Patient Safety
5. Corporate Director of Communications & Marketing
6. Corporate Controller

7. Patient Accounts Director

ii. Clinical Leadership

1. Physicians
2. Nurses

iii. Community Benefit Department/Team

1. Committee comprised of Corporate Communications & Marketing; Finance Department; Hospital Administration; Education
2. Board of Trustees reviews and approves the Community Benefit Report and Strategic Plan

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

Spreadsheet: Yes
Narrative: Yes

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

Spreadsheet: Yes.
Narrative: Yes.

IV. HOSPITAL COMMUNITY BENEFIT PROGRAM AND INITIATIVES

Fort Washington Medical Center (FWMC) initiated a community health needs assessment (CHNA) in March 2013 to identify the needs of those living in its primary and secondary service areas in Prince George's County, Charles County, and Washington, D.C. This community health needs assessment was conducted to evaluate the study area (by zip code) and understand the region's health needs.

The CHNA, conducted by CHNA Consultant Tripp Umbach, identified specific community health needs and evaluated how those needs are being met in order to better connect health and human services with the needs of residents in the region. Fort Washington Medical Center connected with a wide range of organizations, health-related professionals, local government officials, human service organizations, and faith-based organizations to evaluate the community's health and social needs. The assessment included primary data collection via electronic and hand-distributed surveys and phone interviews with the following:

Community Stakeholders Interviewed via Phone

- **YMCA Potomac Overlook:** Allison Jones, Vice President Operations
- **Prince George's County Health Department:** Dr. Ernest Carter, Deputy Health Officer

- **Prince George’s County Councilman /State Legislator:** Prince George’s County Councilman Obie Patterson; D-8 Maryland State Delegate Kriselda Valderrama
- **Fort Foote Baptist Church:** Rev. Norman Robinson, Pastor
- **River Jordan Project Community Organization and FWMC Advisory Council Members:** Rev. Dr. Robert Screen; Rev. Tierney Screen

Community Population Surveys

Fort Washington Medical Center attended health fairs, and distributed the hand survey to end-users in the study area. An online survey also was employed. The hand survey was distributed to the community through the YMCA, FWMC hospital, local school, library and local group events, health fairs, strip malls, barbershops, and senior homes.

A total of 339 surveys were collected:

- 299 via in-person, hand-survey collection; 88.2%
- 40 via online collection; 11.8%

Tripp Umbach’s independent data analysis, in concert with community forums and prioritization of the community health assessment findings, resulted in the identification of key community health needs, which includes high blood pressure, weight and diabetes. The community health needs were prioritized and an implementation strategy was developed and executed to address overall healthy lifestyles through diet, exercise and health education.

To ensure that all health needs were met, FWMC identified at least one and often multiple resources available to meet each identified community health need through the CHNA Asset Community Inventory Assessment. (See attached Table) and through its partnerships with the Prince George’s County Healthcare Action Coalition who is focusing on Access to Care, Chronic Disease, Infant Mortality, HIV, Domestic Violence and Pedestrian Safety.

In addition, FWMC continues to use multiple mechanisms to gauge the pulse of the population’s health using our own internal data by assessing our patients’ top presenting conditions, engaging medical staff regarding needed services; and evaluations and tracking reasons for transfers from our facility.

Reference Table III attached for details regarding FWMC community benefits and implementation strategy.

V. PHYSICIANS

Fort Washington Medical Center continues to recruit physicians to reduce the gap in available specialist providers. The hospital recruits physicians through referrals from medical staff and recruitment medical firms. Additionally, FWMC identified an opportunity for joint recruitment with hospital providers to secure specialists, such as Primary Care Physicians; General Surgeons; Vascular/Thoracic; Infectious Disease; and Otolaryngologists.

Once recruitment is secured, the hospital may offer subsidies, as appropriate to close service gaps for primary service areas.

VI. APPENDICES

APPENDIX I:

FORT WASHINGTON MEDICAL CENTER'S CHARITABLE CARE POLICY

FWMC provides Financial Assistance for uninsured and under insured patients. The hospital provides charitable care to those in need regardless of an individual's ability to pay for services. Care can be provided without charge, or at a reduced charge to those who do not have insurance, with Medicare/Medical Assistance coverage and are without the means to pay. An individual's eligibility to receive care without charge, at a reduced charge or to pay for their care over time is determined on a case-by-case basis.

FWMC provides financial assistance information as part of the intake process to patients and/or their families. The hospital shares the cost of a State of Maryland Medicaid Case Worker to assist our patients that may qualify for state or federal assistance. Patients are referred to the case worker by the Hospital's Financial Counselor, who is available Monday through Friday to assist patients with medical bills, financial assistance application, with a MD Medicaid application or a MD PAT application, as appropriate or to provide information regarding outpatient medical clinics.

Hospital personnel issues patients pamphlets upon registration with information regarding financial assistance, the process for applying for assistance and the appropriate contact information. Information on the availability of financial assistance also is noted on the hospital's billing statements with a contact phone number.

Patients are also informed of the assistance available via financial materials, such as a patient information brochure, posters posted in the admitting/registration area, the Emergency Department and at the receptionist's desk in the main lobby. These posters are written in English, Spanish and Tagalog (most common languages of the community).

The hospital also issues a copy of the hospital's patient handbook, which also contains financial assistance information.



FORT WASHINGTON MEDICAL CENTER FINANCIAL ASSISTANCE PROGRAM

NOTICE TO PATIENTS

This hospital serves all patients regardless of ability to pay.

Financial assistance for essential services are offered depending on family size and income.

You may apply for financial assistance at the front desk.

AVISO PARA LOS PACIENTES (Spanish)

Esto hospital atiende a todo pacientes, sin importar su capacidad de pago.

La ayuda financiera por servicios esenciales son ofrecidos dependienodo del acuerdo al tamaño de la familia y el sueldo.

Puede aplicar por ayuda financiera en el mostrador del frente.

PAALALA SA PASYENTE (Tagalog)

Itong hospital ay nagisisilbi sa mga pasyente na walang seguro.

May binibigay ang hospital na tulong sa mga pamilya na mababa ang sueldo.

P'wede kayo mag apply ng tulong na pinansial saharap na lamesa.

APPENDIX II:

FWMC Financial Assistance Policy

FORT WASHINGTON MEDICAL CENTER
Policy and Procedure Manual
Patient Rights

TITLE: FINANCIAL ASSISTANCE PLAN

Policy No. RI 240
Page 1 of 6

PURPOSE:

The purpose of this policy is to document the Fort Washington Medical Center (FWMC) process for granting financial assistance where patients are unable to meet their obligations to the organization due to lack of insurance or other financial resources or other conditions of financial hardship.

POLICY:

Fort Washington Medical Center provides care to all patients regardless of ability to pay.

It is the policy of Fort Washington Medical Center to provide Financial Assistance based on inability to pay or high medical expenses for patients who meet specified financial criteria and request such assistance.

The determination of probable eligibility for Financial Assistance (or charity care services) will be made within two business days following a patient's request for such services, application for medical assistance or both.

FWMC will communicate the availability of financial assistance on the hospital website and in hospital publications.

A notice of FWMC's Financial Assistance Plan will be posted in the Admitting & Registration (Admissions) Department, Patient Accounts (Business Office), in the Emergency Department, and Administration.

Individual notice regarding the hospital's charity care policy shall be provided at the time of preadmission or admission to each person who seeks services in the hospital.

PROCEDURE:

1. Patient's will be informed of the following upon admission through the Financial Assistance Brochure/Information Sheet:
 - a. Description of the Financial Assistance Policy;
 - b. Patient's rights and obligations with regard to hospital billing and collection under the law;

- c. Contact information at the hospital that is available to assist the patient, the patient's family/significant other, or the patient's authorized representative in order to understand:
 - i. The patient's hospital bill;
 - ii. The patient's rights and obligations with regard to the hospital bill;
 - iii. How to apply for free and reduced cost care in the billing office;
 - iv. How to apply for the Maryland Medical Assistance Program and any other programs that may help pay the bill.

TITLE: FINANCIAL ASSISTANCE PLAN

**Policy No. RI 240
Page 2 of 6**

- d. Contact information for the Maryland Medical Assistance Program;
 - e. Physician charges are not included in the hospital bill and are billed separately.
2. The patient's initial bill will include reference on whom to contact for Financial Assistance Information.
 3. The Financial Assistance Brochure/Information sheet will be distributed to each patient.
 4. An evaluation for Financial Assistance can be commenced in a number of ways:
 - a. A patient with a self-pay balance due notifies the self-pay collector that he/she cannot afford to pay the bill and requests assistance.
 - b. A patient presents at a clinical area without insurance and states that he/she cannot afford to pay the medical expenses associated with their current or previous medical services.
 - c. A physician or other clinician refers a patient for financial assistance evaluation for potential admission.
 5. The Insurance Verification Representative/Financial Counselor (located in the Admitting office), Admitting and Patient Accounts personnel will be responsible for taking Financial Assistance applications.
 6. When a patient requests Financial Assistance, the staff member who receives the request will:
 - a. AFTERHOURS/WEEKEND: Give the patient a Financial Assistance Program and Practices brochure and application (attached) and refer the patient to contact the Insurance Verification Representative/Financial Counselor. Patients may drop off applications with anyone in the Admitting area.
 - b. DURING THE WORKWEEK NORMAL BUSINESS HOURS: Refer the patient to the Insurance Verification Representative/Financial Counselor.

7. To make a determination of **probable eligibility** for Financial Assistance, the applicant must complete the Maryland State Uniform Application for Financial Assistance.
 - a. The Insurance Verification Representative/Financial Counselor will perform an assessment to determine if the patient meets preliminary criteria based on the family size/income as defined by Medicaid regulations (See Attached Poverty Level Guidelines Table).
 - b. A Letter of Conditional Approval for probable eligibility (see attached) will be sent to the patient within two business days.**
 - c. The person seeking financial assistance may contact Insurance Verification at the end of the second business day to learn of the determination.
 - d. Applications received and preliminary determinations made by the Insurance Verification Representative/Financial Counselor will be sent daily to Patient Accounts for review

TITLE: FINANCIAL ASSISTANCE PLAN

Policy No. RI 240

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8. In order to make the final determination for Financial Assistance as provided for in the letter of conditional approval, following documents must be provided to any personnel in Admitting or Patient Accounts.
 - a. A copy of the conditional approval letter (attached).
 - b. A copy of their most recent Federal Income Tax Return (if married and filing separately, then also a copy of spouse's tax return and a copy of any other person's tax return whose income is considered part of the family income as defined by Medicaid regulations).
 - c. A copy of the three (3) most recent pay stubs (if employed) or other evidence of income of any other person whose income is considered part of the family income as defined by Medicaid regulations.
 - d. A Medical Assistance Notice of Determination (if applicable).
 - e. Proof of disability income (if applicable).
 - f. Reasonable proof of other declared expenses.
9. The following must be met in order for a review for a final determination for a Financial Assistance adjustment:
 - a. The patient must apply for Medical Assistance unless the financial representative can readily determine that the patient would fail to meet the disability requirement. In cases where the patient has active Medicare Prescription Drug Program or Qualified Medicare Beneficiary (QMB) coverage, it would not be necessary to reapply for Medical Assistance unless the financial representative has reason to believe that the patient may be awarded full Medical Assistance benefits.
 - b. Review viability of offering a payment plan agreement.
 - c. All insurance benefits have been exhausted.

10. A patient can qualify for Financial Assistance either through lack of sufficient insurance or excessive medical expenses. If the patient's application for Financial Assistance is determined to be complete and appropriate:
 - a. the Insurance Verification Representative/Financial Counselor will forward all documents and recommended patient's level of eligibility to the Director, Patient Accounts;
 - b. the Director of Patient Accounts has the authority to approve/reject charity amounts less than \$5,000; and
 - c. The Chief Financial Officer has the authority to approve/reject charity amounts estimated to exceed \$5,000.

11. A Letter of Final Determination (see attached) will be sent to the patient within 30 days to inform him/her eligibility for:
 - a. Financial Assistance (Full or partial)
 - b. Payment Plan

12. FWMC has the option to designate certain elective procedures for which no Financial Assistance options will be given.

13. Once a patient is approved for Financial Assistance, it is expected that the patient will continue to meet his/her required financial commitments to Fort Washington Medical Center. If a patient is approved for a percentage allowance due to financial hardship and the patient does not make the required initial payment within 60 days towards their part of the bill, the Financial Assistance allowance will be reversed and the patient will owe the entire amount. It is recommended that the patient make a good faith payment at the beginning of the Financial Assistance period.

14. Any payment schedule developed through this policy will ordinarily not exceed two years in duration. In extraordinary circumstances, a payment schedule may extend to three years in duration, with the approval of the Chief Financial Officer.

15. The Director of Patient Accounts will advise ineligible patients of other alternatives available to them including Medical Assistance or bank loans.

16. Financial Assistance may be extended when a review of a patient's individual financial circumstances has been conducted and documented. This should include a review of the patient's existing (including any accounts having gone to bad debt within 3 months of application date) and any projected medical expenses.

17. A determination of Financial Assistance will be re-evaluated every six (6) months as necessary.

GLOSSARY

| TERM | DEFINITION |
|--------------------------------------|---|
| Catastrophic circumstances | A situation in which the self-pay portion of the FWMC medical bill is greater than the patient/guarantor's ability to repay with current income and liquid assets in 24 months or less. |
| Current Medical Debt | Self-responsible portion of current inpatient and outpatient affiliate account(s). Depending on circumstances, accounts related to the same spell of illness may be combined for evaluation. Collection agency accounts are considered. |
| Liquid Assets | Cash/Bank Accounts, Certificates of Deposit, bonds, stocks, Cash Value life insurance policies, pension benefits. |
| Living Expenses | Per person allowance based on the Federal Poverty Guidelines times a factor of 3. Allowance will be updated annually when guidelines are published in the Federal Register. |
| Permanent Resident | Holder of a United States Permanent Resident Card, also known as a "green card," which is an identification process card attesting the permanent resident status of alien in the United States of America. The green card serves as proof that its holder, a Lawful Permanent Resident (LPR), has been officially granted immigration benefits, which include permission to conditionally reside and take employment in the USA. The holder must maintain his permanent resident status, and can be removed if certain conditions of such status are not met. |
| Projected Medical Expenses | Patient's significant, ongoing annual medical expenses, which are reasonably estimated, to remain as not covered by insurance carriers (i.e. drugs, co-pays, deductibles and durable medical equipment.) |
| Qualified Medicare Beneficiary (QMB) | The QMB program is for persons with limited resources whose incomes are at or below the national poverty level. It covers the cost of the Medicare premiums, coinsurance and deductibles that Medicare beneficiaries normally pay out of their own pockets. |
| Spell of Illness | Medical encounters/admissions for treatment of condition, disease, or illness in the same diagnosis-related group or closely related diagnostic-related group (DRG) |

| | |
|--------------------------|--|
| | occurring within a 120-day period. |
| Supporting Documentation | Pay stubs; W-2s; 1099s; workers' compensation, social security or disability award letters; bank or brokerage statements; tax returns; life insurance policies; real estate assessments; and, credit bureau reports. |
| Take Home Pay | Patient's and/or responsible party's wages, salaries, earnings, tips, interest, dividends, corporate distributions, net rental income before depreciation, retirement/pension income, social security benefits, and other income as defined by the Internal Revenue Service, after taxes and other deductions. |

| | |
|----------------------------------|----------------------------------|
| TITLE: FINANCIAL ASSISTANCE PLAN | Policy No. RI 240 Page 6 of 6 |
|----------------------------------|----------------------------------|

TRAINING:

All staff will be informed of the Financial Assistance Plan and their specific responsibilities related to this plan.

Training will be provided at orientation, annual professional update and periodically as indicated.

DOCUMENTATION:

Registrars will document that they provided the newly admitted patient with the Financial Assistance Brochure/Information Sheet in the information system by placing a check in the HIPAA box. This check indicates that HIPAA, Patient's Rights Brochure and the Financial Assistance Brochure was given to the patient.

ANNUAL EVALUATION:

FWMC Trends of Annual Percent of Financial Benefit

Update Poverty Table

Review of literature for national, state and local legislative review to maintain current compliance.

APPROVAL PROCESS/COMMITTEE FLOW:

Finance Committee

Patient Safety/Performance Improvement Committee (for information)

President and CEO

REFERENCE (S):

Federal Register (Poverty Level Guidelines)

Maryland legislation §19-214.1

Maryland State Uniform Financial Assistance Application located at www.hscrc.state.md.us/consumers_uniform.cfm

FWMC Patient Rights and Responsibilities brochure

HB 1069 HSCRC Financial Assistance and Debt Collection Policy (Effective 6/1/2009)

ATTACHMENT(S):

Financial Assistance Program and Practices brochure

Letter of Conditional Approval

Letter of Determination

Financial Assistance Notice for lobby

2012 Poverty Level Guidelines (January 2012 Federal Register)

Maryland State Uniform Financial Assistance Application

| | | | |
|---|-------------------|-----------------------------|--|
| DATE REVIEWED: | SIGNATURE: | DATE REVIEWED: | SIGNATURE: |
| | | | |
| APPROVED: Verna S. Meacham, President/CEO | | DATE ISSUED: 11/1998 | DATE REVISED: 12/21/07, 6/2009, 4/2012, 3/2013, 11/2014 |

APPENDIX III:

FWMC Patient Financial Information Sheet

IMPORTANT FINANCIAL INFORMATION

Visit the Insurance Verification Representative/ Financial Counselor located in the Admitting Office or call 301-203-2271 or 2154, if you need assistance with:

- Understanding your hospital bill;
- Your rights and obligations with regard to your hospital bill;
- How to apply for free and reduced cost care;
- How to apply for the Maryland Medical Assistance Program and any other programs that may help pay the bill.

If it is after hours, a holiday or a weekend, you can pick up/drop off an application at FWMC's Registration or Information desk. If you need additional assistance, please call and leave a message with a Financial Counselor and someone will return your call within two business days.

Maryland Medical Assistance Program (HealthChoice):
1-800-977-7388 (TDD 1-800-977-7389)

All determinations of eligibility are solely at the discretion of FWMC.



This information is to be provided to the patient, the patient's family/significant other, or the patient's authorized representative before discharge or upon request.

BILLING INSTRUCTIONS on how to obtain financial information is communicated on the first hospital bill. Physician charges are not included in the hospital bill and are billed separately.

EXCLUSION: FWMC has the option to designate certain elective procedures for which no financial assistance option will be given.

TERMS OF AGREEMENT FOR FINANCIAL ASSISTANCE: Financial Assistance will remain valid for three months based on the initial date of the final determination letter. For recurring patients, patients may qualify for Financial Assistance for up to six months on the basis of a single application.



Fort Washington Medical Center
11711 Livingston Road
Fort Washington, MD 20744

(301) 292-7000 • www.fortwashingtonmc.org



**Financial Assistance
PROGRAM & PRACTICES**

at Fort Washington Medical Center



FINANCIAL ASSISTANCE PLAN

Fort Washington Medical Center (FWMC) follows a specific and compassionate policy for payment practices for financial assistance and uninsured billing. As a not-for-profit organization, one of the ways FWMC demonstrates its commitment to the community is through providing financial assistance to those in need. Our practices are an outgrowth of our mission and values.

FWMC'S RESPONSIBILITIES:

- FWMC will serve all patients regardless of their ability to pay.
- Be respectful of the individual's personal dignity and his/her ability to pay.
- Treat all patients equitably, whether insured, underinsured or uninsured.
- Consider the financial resources of patients and their families when establishing a maximum annual patient responsibility.
- Be diligent in our efforts to keep patients notified of their payment options and the opportunities for assistance.
- Ensure that our policies are consistent with the guidelines that have been issued by the American Hospital Association, federal, state and local legislative bodies, and other organizations.
- Provide financial assistance to those in need.

PATIENT'S RESPONSIBILITIES:

- Follow through with the application process.
- Provide all required documents necessary in order to be granted financial assistance.

FWMC PROCEDURE SUMMARY:

- 1 An evaluation for financial assistance will be conducted when a:**
 - Patient with a self-pay balance due notifies Patient Accounts that he/she cannot afford to pay the bill and requests assistance.
 - Patient presents at registration or a clinical area without insurance and states that he/she cannot afford to pay the medical expenses.
 - Physician or other clinician refers a patient for a financial assistance evaluation.
- 2 A Financial Counselor/Insurance Verification Representative will meet with the patient, upon request, to provide instructions on the Financial Assistance Application.** If it is after hours, a holiday or a weekend, the patient will be issued a copy of the Financial Assistance Program brochure and referred to call 301-203-2271 or 2154 and someone will contact them within two business days.
- 3 To make a determination of probable eligibility for Financial Assistance, the applicant must complete the Maryland State Uniform Application for Financial Assistance.**
 - The Insurance Verification Representative/Financial Counselor will perform an assessment to determine if the patient meets preliminary criteria based on the family size/income as defined by Medicaid regulations.
 - A Letter of Conditional Approval for probable eligibility will be sent to the patient within two business days. The person seeking assistance may also call Insurance Verification at the end of the second business day to learn of the determination.
 - Applications received and preliminary determinations made by the Insurance Verification Representative/Financial Counselor will be sent daily to Patient Accounts for review.
- 4 During the final determination of eligibility, the patient must provide a copy of the following to the Financial Counselor:**
 - Most recent Federal Income Tax Return.
 - Three most recent pay stubs (if employed).
 - Medical Assistance Notice of Determination (if applicable).
 - Proof of disability income (if applicable).
 - Reasonable proof of other declared expenses.
- 5 The following are also necessary for a final determination:**
 - The patient must apply for Medical Assistance unless the Financial Counselor can readily determine that the patient would fail to meet the disability requirement.
 - Review possibility of a reasonable payment plan agreement.
 - All insurance benefits have been exhausted.
- 6 The completed Maryland State Uniform Financial Assistance Application and required forms will be forwarded from the Financial Counselor to the Director of Patient Accounts for approval.**
- 7 A patient can qualify for Financial Assistance either through lack of sufficient insurance or excessive medical expenses.**
- 8 Once a patient is approved for Financial Assistance, it is expected that the patient will continue to meet his/her required financial commitments to FWMC.** If a patient does not make the required payment within 60 days, the Financial Assistance allowance will be reversed and the patient will owe the entire amount. It is recommended that the patient make a good faith payment at the beginning of the Financial Assistance period.



Fort Washington Medical Center's Mission, Vision and Values

MISSION

- The mission of Fort Washington Medical Center is to make a positive difference in the lives of those we serve by providing quality, responsive healthcare services and treating each patient with dignity, care and compassion.

VISION

- The vision of Fort Washington Medical Center is to be recognized as a superior, innovative health care system exhibiting excellence in patient/resident care and safety, illness prevention and the wellness needs of our communities.



Core Values

CARING

Doing the best we can to make the condition or situation better

COMPASSION

Providing inspired care for others as you would want done for yourself or loved ones

DIGNITY

Treating all with respect and worthiness

DIVERSITY

Accepting and respecting all individuals

EXCELLENCE

Exceeding expectations in all aspects of care with every patient encounter

SAFETY

Operating with the intention to keep patients, customers, and employees from harm or danger while maintaining a safe (hazard free) physical environment

TEAMWORK

Working in harmony with empathy for others and a shared passion for the success of the organization to make FWMC a place where we want to come to work

Table III – FOR HOSPITAL COMPLETION
Fort Washington Medical Center FY14

Initiative 1. – Healthy Eating Active Living (H.E.A.L.) Program

| Identified Need | Hospital Initiative | Primary Objective of the Initiative/Metrics that will be used to evaluate the results | Single or Multi-Year Initiative Time Period | Key Partners and/or Hospitals in initiative development and/or implementation | How were the outcomes evaluated? | Outcome (Include process and impact measures) | Continuation of Initiative | Cost of initiative for current FY?n/ Durect Offsetting Revenue |
|---|--|--|--|---|---|--|---|---|
| CHNA identified a high risk of obesity and diabetes among market area population. | Provide program to assist uninsured /underinsured and underserved individuals in modifying their lifestyle choices through the Healthy Eating Active Living (H.E.A.L.) Program | To assist individuals in modifying their lifestyle to reduce their risk of developing chronic diseases, such as high blood pressure, heart disease and diabetes. To encourage participants to become more active through a program of regular exercise and physical fitness by adopting better eating habits to include healthier food choices. | Jan. 1, 2014 – Sept. 30, 2014 Single to multi | Behavioral Health Navigators and the YMCA Potomac Overlook The YMCA provided a weekly trainer to conduct exercise classes. Nutrition education classes were held to assist individuals in making healthy food choices and preparing foods with specific health benefits. BHNC provided program and peer support. | Blood pressure, blood glucose levels and body weight measurement. | TH.E.A.L. initiative conducted pre-testing and monthly post testing, which involves a medical assessment of the fitness level through pre-testing that includes an individual's BMI, weight, blood pressure and blood glucose. Monthly post-testing were administered by FWMC at the YMCA. | Status of program to be considered at end of program cycle. | \$20,431.87 Amount of Direct Offsetting Revenue from Restricted Grants \$16,026.37 |

Table III – FOR HOSPITAL COMPLETION
Fort Washington Medical Center FY14

Initiative 2: FWMC Community Walking & Education Program

| Identified Need | Hospital Initiative | Primary Objective of the Initiative/Metrics that will be used to evaluate the results | Single or Multi-Year Initiative Time Period | Key Partners and/or Hospitals in initiative development and/or implementation | How were the outcomes evaluated? | Outcome (Include process and impact measures) | Continuation of Initiative | Cost of initiative for current FY? (See Instructions) |
|--|---------------------------------------|---|---|---|----------------------------------|---|--|---|
| CHNA identified Healthy Lifestyles (Diet & Exercise) and Health Education/Prevention as a community health need. | Community Walking & Education Program | To increase residential participation, awareness to maintain good health by getting residents up and walking to get the exercise needed to stay healthy and maintain an active lifestyle. To provide medical expertise to educate and inform participants about various health-related issues, topics or concerns throughout the program (speakers, seminars, materials) | Multi-Year | Prince George's County Parks & Recreation Southern Regional Technology and Recreational Complex | New to FY 13 reporting | Pre-test assessment, quarterly check-ins to determine weight, glucose level and blood pressure. | Evaluate the effectiveness of program components annually to determine future programming. | \$2,021.20 Amount of Direct Offsetting Revenue from Restricted Grants \$1,427.78 |

Table III – FOR HOSPITAL COMPLETION
Fort Washington Medical Center FY14

Initiative 3: Diabetes Self-Management Program

| Identified Need | Hospital Initiative | Primary Objective of the Initiative/Metrics that will be used to evaluate the results | Single or Multi-Year Initiative Time Period | Key Partners and/or Hospitals in initiative development and/or implementation | How were the outcomes evaluated? | Outcome (Include process and impact measures) | Continuation of Initiative | Cost of initiative for current FY? (See Instructions) |
|--|--|---|---|---|----------------------------------|--|------------------------------------|---|
| High blood pressure, weight problems and diabetes are primary health conditions identified through the CHNA. | Diabetes Self-Management Education Program | To educate and assist individuals with diabetes to maintain glycemic control, through proper goal setting, meal planning and exercise. To reduce re-admissions among participants related to chronic diseases, such as diabetes. | Multi-Year | Hospital | New to FY14 reporting | To achieve and maintain appropriate glycemic control; hypertension and cholesterol levels and reduction in participants diabetes-related hospital re-admissions. | Ongoing based on annual assessment | New to FY14 reporting (estimated cost \$58,000) |

Table III – FOR HOSPITAL COMPLETION
Fort Washington Medical Center FY14

Initiative 4. – Health Partners

| Identified Need | Hospital Initiative | Primary Objective of the Initiative/Metrics that will be used to evaluate the results | Single or Multi-Year Initiative Time Period | Key Partners and/or Hospitals in initiative development and/or implementation | How were the outcomes evaluated? | Outcome (Include process and impact measures) | Continuation of Initiative | Cost of initiative for current FY? (See Instructions) |
|--|---|---|--|---|----------------------------------|---|-------------------------------------|---|
| <p>Infants and Children associated with Health Partners (Care for under socio-economic families)</p> | <p>Provide health screening for Blood Pressure Checks</p> <p>Provide health education to parents for safety and emergent care</p> | <p>Provide Cardiac Life Support classes for infants and children to parents</p> | <p>Annual or as requested by Health Partners through ZETA sorority</p> | <p>Zeta sorority organization</p> | <p>Not evaluated</p> | <p>Approximately 50 families trained</p> | <p>Per request by Zeta sorority</p> | |

Table III – FOR HOSPITAL COMPLETION
Fort Washington Medical Center FY14

Initiative 5. – Registered Nursing Student Program

| Identified Need | Hospital Initiative | Primary Objective of the Initiative/Metrics that will be used to evaluate the results | Single or Multi-Year Initiative Time Period | Key Partners and/or Hospitals in initiative development and/or implementation | How were the outcomes evaluated? | Outcome (Include process and impact measures) | Continuation of Initiative | Cost of initiative for current FY? (See Instructions) |
|---|---|---|---|--|--|---|---|---|
| Nursing Registered Nursing Students from community colleges | Provide Clinical Training Sites For registered nursing programs | Provide clinical training sites to compliment the didactic training of the community colleges for the Registered Nursing Programs | Annual Four training segments per year Winter Fall Spring Summer | Prince George Community College and program for Registered Nurses Southern Maryland Community College and Program for Registered Nurses | Evaluations of success of registered nursing students matriculating to the next level of the nursing program | Outcome of hospital provision of nursing training sites adds to successful graduating percentage of individuals from registered nursing program | Continue annually for four sessions per year for each community nursing program | Indirect labor hours for hospital staff: Hospital Educator Staff nurses on each unit: <ul style="list-style-type: none"> • Medical • surgical • ICU • Emergency Dept. • Operating Room |

Table III – FOR HOSPITAL COMPLETION
 Fort Washington Medical Center FY14

Initiative 6. – Advanced Cardiac Life

| Identified Need | Hospital Initiative | Primary Objective of the Initiative/Metrics that will be used to evaluate the results | Single or Multi-Year Initiative Time Period | Key Partners and/or Hospitals in initiative development and/or implementation | How were the outcomes evaluated? | Outcome (Include process and impact measures) | Continuation of Initiative | Cost of initiative for current FY? (See Instructions) |
|--|--|---|---|--|--|---|----------------------------|---|
| <p>Advanced Cardiac Life Support (ACLS) and Cardio-Pulmonary Resuscitation (CPR) training for all applicable staff</p> | <p>Provide ACLS and CPR education per <i>American Heart Association</i> Guidelines</p> | <p>To maintain proficiency for clinical and non-clinical staff regarding ability to provide emergency care per situational need</p> | <p>On-going</p> | <p><i>American Heart Association</i> providers and Training Center professionals</p> | <p>Successful completion of class instruction and skills check-off</p> | <p>Certifications provided to staff on bi-yearly basis per <i>American Heart Association</i> guidelines</p> | <p>On-going</p> | <p>See data cost report tool</p> |

Tripp Umbach completed an inventory of community resources available in the Fort Washington Medical Center's service area using resources identified by the Hospital and online research. Using state information, more than 70 community resources were identified with the capacity to meet the two community health needs identified in the Fort Washington Medical Center's CHNA. (Please refer to the Community Health Needs Assessment Report to review the detailed community needs.)

An inventory of the resources in the Fort Washington Medical Center's community found that there is at least one and often multiple resources available to meet each identified community health need following table meets CHNA community inventory requirements set forth in [IRS Notice 2011-52](#). (See Table)

INVENTORY OF COMMUNITY RESOURCES AVAILABLE TO ADDRESS COMMUNITY HEALTH NEEDS IDENTIFIED IN THE FORT WASHINGTON MEDICAL CENTER CHNA

| Organization/ Provider | Counties Served | Contact Information | Internet Information | Population Served | Services Provided | Healthy Lifestyles | | | Education/Prevention | Diabetes | Heart Disease |
|--|-----------------|--|----------------------------------|---|---|--------------------|----------|------|----------------------|----------|---------------|
| | | | | | | | Exercise | Diet | | | |
| “DC EAT SMART/MOVE MORE” Food Stamp Nutrition Education Program | Washington, DC | Nutrition Programs Administration WIC State Agency 2100 Martin Luther King Jr. Avenue, SE Suite 409 Washington, DC 20020 202.645-5663 | More information | Low-income D.C. residents | Provides free group nutrition education classes. Classes occur at various community settings throughout D.C. (e.g., schools, community centers, senior centers, day cares). Class topics include: food preparation, food budget and resource management, safety, feeding infants and children, and physical activity. | X | * | * | | | |
| A Touch of Life for Health and Wellness | Prince George's | Energy Institute of the Healing Arts Foundation 12911 Woodmore Road Mitchellville, MD 20721 301.249.2445 | More information | Low-income Prince George's County residents | Provides 2-hour classes on food and nutrition education, physical activity information, weight management information, and relaxation. | X | * | * | | | |
| A Touch of Life for Health and Wellness | Washington, DC | Energy Institute of the Healing Arts Foundation 2913 Georgia Avenue Washington, DC 20002 | More information | Low-income Washington, DC residents | Provides 2-hour classes on food and nutrition education, physical activity information, weight management information, and relaxation. | X | * | * | | | |

| Organization/ Provider | Counties Served | Contact Information | Internet Information | Population Served | Services Provided | Healthy Lifestyles | | | Education/Prevention | | |
|--|--------------------------|---|----------------------------------|--|--|--------------------|------|---|----------------------|---------------|--|
| | | | | | | Exercise | Diet | | Diabetes | Heart Disease | |
| Adult Health Programs of Prince George's County Health Department | Prince George's | Headquarters Building 1701 McCormick Drive Suite 200 Largo, Maryland 20774 301.883.7879 | More information | Adults residing in Prince George's County | Provides adult health programs, including physical activity and nutrition education. | X | * | * | | | |
| American Cancer Society | Charles, Prince George's | 7500 Greenbelt Center Drive Suite 300 Greenbelt, MD 20770 202.483.2600 | More information | General population | Offers nutritional counseling, one-on-one support, and referrals to local community resources. | X | | * | | | |
| American Diabetes Association: National Capital Area | Washington, DC | 1400 16th Street Northwest #410 Washington, DC 20036 202.331.8303 | More information | General population | Provides resources on diabetes and diabetes prevention, including weight management information, nutrition education materials/information, and physical activity information on the website and in print. | X | * | * | X | * | |
| Beacon House Recreational Activities | Washington, DC | 601 Edgewood Street, NE Washington, DC 20017 202.529.7376 | More information | At-risk children, ages 5-18 years old, who reside in and around the Edgewood Terrace community in Ward 5 | Provides free recreational, physical activity, and sports programs. | X | * | | | | |
| Bellydancers of Color | Washington, DC | MamaSita's Cultural Center 6906 4th Street, NE Washington, DC 20012 202.545.8888 | More information | Residents of African American, Hispanic/Latino, Pacific Islander, Asian, Native America, Rom, Middle Eastern, Mediterranean, and/or East Indian background | Organizes bellydancers of color for physical activity. | X | * | | | | |

| Organization/ Provider | Counties Served | Contact Information | Internet Information | Population Served | Services Provided | Healthy Lifestyles | | | Education/Prevention | | |
|---|-----------------|---|----------------------------------|--|---|--------------------|------|----------|----------------------|---|---|
| | | | | | | Exercise | Diet | Diabetes | Heart Disease | | |
| BodyWorks | Washington, DC | Children's Health Center 2501 Good Hope Road, SE Washington, DC 20020 202.476.6944 | More information | Overweight/obese girls ages 9-13 and their mothers | Provides free physical activity and nutrition education classes. Weight management information is also included. Classes are taught throughout D.C. For those classes taught at the Children's Health Center, a referral from a healthcare provider is required. | X | * | * | | | |
| Camp Springs Senior Activity Center | Prince George's | 6420 Allentown Road Camp Springs, MD 20748 301.449.0490 | More information | Seniors ages 60+ years old | Offers fitness programs and health education classes, information, and referrals. | X | * | * | X | * | |
| Capital Area Food Bank Operation Frontline Program | Washington, DC | 645 Taylor Street, NE Washington, DC 20017 202.526.5344 | More information | General population | Cooking-based nutrition program that focuses on teaching cooking skills, nutrition basics, and food budgeting. | X | | * | | | |
| Charles County Parks and Recreation | Charles | Department of Public Works 1001 Radio Station Road La Plata, Maryland 20646 301.932.3470 | More information | General population | Operates five swimming pools, two year-round indoor facilities, and three outdoor seasonal facilities that offer a variety of classes and programs in addition to 15 parks that cover 3,600 acres of open space, sports fields, 50 miles of trails, fishing opportunities, five boating access facilities, a golf course and equestrian facilities. | X | * | | | | |
| Charles Regional Medical Center | Charles | 5 Garrett Avenue La Plata, MD 20646 301.609.4000 | More information | General population | Offers a variety of community health programs including a heart healthy eating class, a cardiac support group, and yoga. | X | * | * | X | | * |
| City of College Park Seniors' Program | Prince George's | Spellman House 4711 Berwyn House Road College Park, MD 20740 301.474.0025 | More information | Senior residents of the city of College Park | Offers periodic Presentations on Senior Topics in wellness and health. | X | * | * | | | |

| Organization/ Provider | Counties Served | Contact Information | Internet Information | Population Served | Services Provided | Healthy Lifestyles | | | Education/Prevention | Diabetes | Heart Disease |
|---|-----------------|---|----------------------------------|--|--|--------------------|----------|------|----------------------|----------|---------------|
| | | | | | | | Exercise | Diet | | | |
| City of College Park Seniors' Program | Prince George's | Attick Towers 9014 Rhode Island Avenue College Park, MD 20740 301.345.8100 | More information | Senior residents of the city of College Park | Offers periodic Presentations on Senior Topics in Safety, Wellness, and Health. | X | * | * | | | |
| College of Southern Maryland: La Plata Campus | Charles | 8730 Mitchell Road P.O. Box 910 La Plata, MD 20646 301.934.2251 | More information | Participants must be at least 13 years of age to take group fitness classes unless otherwise specified in the class description. | Various courses offered in nutrition, fitness, aquatics, and recreation. | X | * | * | | | |
| COOL Kids | Washington, DC | 1630 Euclid Street NW Washington, DC 20009 202.476.5539 | | Latino children and youth ages 7-16 and their families. | Offers a free obesity reduction program that includes weekly classes that provide individual family counseling, behavior modification techniques, and information about nutrition, physical activity, and weight management. One parent attends each class session. Classes for parents are in Spanish; classes for children are in English. Both parents need to be Latino. | X | * | * | | | |
| Cora B. Wood Senior Center | Prince George's | 3601 Taylor Street Brentwood, MD 20722 301.699.1238 | | Seniors ages 60+ years old | Exercise classes provided by the National Institutes of Health Heart Center at Suburban Hospital | X | * | | X | | * |
| D.C. Child Development Center | Washington, DC | Easter Seals Greater Washington-Baltimore Region, Inc. 2800 13th Street, NW Washington, DC 20009 202.387.4434 | More information | Children with and without disabilities | Provides fitness and recreational programs and services and nutrition education. | X | * | * | | | |
| D.C. Department of Parks and Recreation Fitness and Exercise Classes | Washington, DC | District of Columbia Department of Parks and Recreation 3149 16th Street, NW Washington, DC 20010 202.698.2250 | More information | D.C. residents of all ages | Offers physical activity classes and some nutrition education classes, many for free or at low-cost. Scholarships are available for D.C. residents who qualify for classes with fees based on income. Location, age group, date, time, and cost vary depending on class. | X | * | * | | | |
| DC Scores | Washington, DC | 202.393.6999 | More information | Children ages 8-14 at select elementary and middle schools throughout the DC area | Provides an after-school program with physical activity and health education. | X | * | * | | | |

| Organization/ Provider | Counties Served | Contact Information | Internet Information | Population Served | Services Provided | Healthy Lifestyles | | | Education/Prevention | | |
|---|-----------------|--|----------------------------------|---|--|--------------------|----------|------|----------------------|----------|---------------|
| | | | | | | | Exercise | Diet | | Diabetes | Heart Disease |
| Dimensions Healthcare System Prince George's Hospital Center | Prince George's | 3001 Hospital Drive Cheverly, Maryland 20785 301.497.7914 | More information | General population | Offers a wide range of services and programs- such as support groups, health screenings, and informative seminars-to help individuals make healthier choices and lifestyle changes. | X | * | * | X | * | * |
| District of Columbia Head Start | Washington, DC | Head Start State Collaborative Office, Early Care and Education Administration, D.C. Department of Health 717 14th Street, NW Suite 450 Washington, DC 20005 202.727.8113 | More information | Children enrolled in Head Start | Program seeks to increase daily moderate to vigorous physical activity (MVPA), improve the quality of movement activities intentionally planned and facilitated by adults, and promote healthy food choices every day. | X | * | * | | | |
| Doctors Community Hospital | Prince George's | 8118 Good Luck Road Lanham, Maryland 20706 301.552.8661 | More information | General population | Offers free diabetes education and screenings at convenient Prince George's County locations, including community centers, faith-based organizations, health clinics and other localities. | | | | X | * | |
| Dwelling Place Senior Center | Washington, DC | 2812 Pennsylvania Avenue, SE Washington, DC 20020 202.582.7112 | More information | Seniors residing in the DC area | Provides free nutrition education classes are also held through the KEEN (Keeping the Elderly Eating Nutritiously) program. Free diabetes education classes and food pantry classes are also available for seniors. | X | | * | X | * | |
| Eat Smart Program | Washington, DC | P.O. Box 4921 Washington, DC 20008 202.362.8349 | More information | General population | Provides nutrition education to empower adults to choose healthier foods. Classes are two hours and go for 9 weeks. Cost is \$20, and scholarships are available for those who qualify based on income. | X | | * | | | |
| Evelyn Cole Senior Activity Center | Prince George's | 5720 Addison Road Seat Pleasant, MD 20743 301.386.5525 | More information | Seniors ages 60+ years old | Offers fitness programs and health education classes, information, and referrals. | X | * | * | X | | |
| Food & Friends Nutritional Counseling | Washington | 219 Riggs Road, NE Washington, DC 20011 202.269.2277 | More information | Clients and community members who have chronic diseases | Provides free nutrition education (counseling). Services include individualized counseling, nutrition and wellness workshops, cooking classes, food safety and nutrition information, and body composition tests. | X | | * | | | |
| Fort Washington Medical Center | Prince George's | 11711 Livingston Rd Fort Washington, MD 20744 301.292.7000 | More information | General population | Offers a variety of medical screenings, preventative medicine, and health education programming. | X | * | * | X | * | * |

| Organization/ Provider | Counties Served | Contact Information | Internet Information | Population Served | Services Provided | Healthy Lifestyles | | | Education/Prevention | | |
|--|-----------------|---|----------------------------------|---|---|--------------------|------|---|----------------------|---------------|---|
| | | | | | | Exercise | Diet | | Diabetes | Heart Disease | |
| Girls Fitness and Nutrition (FitNut) Program | Washington, DC | Project HEALTH Children's National Medical Center c/o General & Community Pediatrics, 2nd Floor 111 Michigan Avenue, NW Washington, DC 20010 202.476.5780 | | Families in wards 6, 7 and 8 with girls ages 7-15 who are obese or at-risk for obesity | Provides a free after-school weight management program. Referral from physician/pediatrician required. The program includes nutrition education, daily physical activity (dance), family healthy living strategies, and self-esteem improvement. | X | * | * | | | |
| Gwendolyn Britt Senior Activity Center | Prince George's | 4009 Wallace Road North Brentwood, MD 20722 301.699.1238 | More information | Seniors ages 60+ years old | Offers fitness programs and health education classes, information, and referrals. | X | * | * | X | | |
| Health Partners Free Clinic | Charles | 3070 Crain Highway, Suite 101 Waldorf, MD 20601 301.645.3556 | More information | General population, including the developmentally and physically disabled, and the chemically dependent. Income eligibility restrictions apply. | Community outreach, classroom education, nutrition and health education programs, case management, clinical health services, health testing and screening. | X | | * | X | * | * |
| Health Promotion and Education Services | Charles | 301.609.6830 | | General population | Educators are available to conduct presentations, activities and health fairs for community groups, churches, schools and businesses. Topics include: nutrition, tobacco prevention, employee wellness, disease prevention, and general wellness. | X | * | * | X | * | * |
| Howard University Hospital Family Health Center | Washington, DC | 2339 Georgia Avenue, NW 4th Floor Washington, DC 20060 202.865.3250 | More information | General population | Provides primary health care, weight management information and supervision, and nutrition information. | X | * | * | | | |
| HSC Healthy Living Center | Washington, DC | 2124 Martin Luther King, Jr. Avenue, SE Washington, DC 20020 202.467.2708 | | Children and young adults with special needs | Provides a rotating variety of physical activities such as yoga, belly dancing, and Jazzercise for both adults and families. Classes are free and childcare is provided. | X | * | | | | |

| Organization/ Provider | Counties Served | Contact Information | Internet Information | Population Served | Services Provided | Healthy Lifestyles | | | Education/Prevention | | |
|--|--------------------------|--|----------------------------------|---|--|--------------------|------|----------|----------------------|---|---|
| | | | | | | Exercise | Diet | Diabetes | Heart Disease | | |
| I.D.E.A.L. Clinic | Washington, DC | Children's Health Center of the Children's National Medical Center 1st Floor 111 Michigan Avenue, NW Washington, DC 20010 202.476.5925 | More information | Families with overweight children, especially minorities and the underserved | Provides individual nutrition education or counseling, group health education classes, physical activity sessions, parenting sessions, pediatrician weight management counseling, and specialist counseling(e.g., psychologist, endocrinologist, GI, cardiologist). | X | * | * | | | |
| John E Howard Senior Activity Center | Prince George's | 4400 Shell Street Capitol Heights, MD 20743 301.735.2400 | More information | Seniors ages 60+ years old | Offers fitness programs and health education classes, information, and referrals. | X | * | * | X | | |
| La Clínica del Pueblo | Washington, DC | 2831 15th Street, NW Washington, DC 20009 202.462.4788 | More information | Patients with obesity-related diseases or conditions, including cardiovascular disease, hypertension, high cholesterol, and diabetes, or those who are at-risk. | Provides screenings, services, and education and may help with weight management supervision and information. Clinic fees are based on a sliding scale. | X | * | * | X | * | * |
| Langley Park Senior Activity Center | Prince George's | 1500 Merrimac Drive Hyattsville, MD 20783 301.408.4343 | More information | Seniors ages 60+ years old | Offers fitness programs and health education classes, information, and referrals. | X | * | * | X | | |
| Laurel-Beltsville Senior Activity Center | Prince George's | 7120 Contee Road Laurel, MD 20707 301.206.3350 | More information | Seniors ages 60+ years old | Offers fitness programs and health education classes, information, and referrals. | X | * | * | | | |
| MedStar Southern Maryland Hospital Center | Prince George's, Charles | 7503 Surratts Road Clinton, Maryland 20735 301.877.5700 | More information | General population | The hospital supplies a licensed practical nurse to travel to local churches, senior centers, active living communities, local businesses, and health fairs and provides free cardiac and diabetes risk assessment, including cholesterol, blood sugar, triglycerides, blood pressure testing, and seasonal vaccinations when available. Also has a screening center located in Waldorf, Maryland which holds free health screenings by appointment. | | | | X | * | * |
| National Center on Black Aged Housing Development Corporation of DC | Washington, DC | 2801 14th Street, NW Washington, DC 20009 202.387.4022 | More information | Seniors age 62 years and over | Provides a variety of services for low-income seniors of Ward 1, including free nutrition education and physical activity (exercise) classes. | X | * | * | | | |

| Organization/ Provider | Counties Served | Contact Information | Internet Information | Population Served | Services Provided | Healthy Lifestyles | | | Education/Prevention | Diabetes | Heart Disease |
|---|-----------------|---|----------------------------------|---|--|--------------------|----------|------|----------------------|----------|---------------|
| | | | | | | | Exercise | Diet | | | |
| National Youth Sports Program | Washington, DC | University of District of Columbia 4200 Connecticut Avenue, NW Washington, DC 20008 202.274.7124/5031 | | Youth ages 10-16. | Offers programs to promote healthy habits. | X | * | * | | | |
| Port Town's Community Health Partnership | Prince George's | N/A | More information | Residents of Bladensburg, Colmar Manor, Cottage City, and Edmonston, Maryland | works collaboratively with youth and adult residents, non-profit organizations, schools, businesses, and local and state government leaders because together we can help shape the important decisions that affect people's opportunities to eat healthy foods and be physically active within their communities. | X | * | * | | | |
| Prince George's County, Department of Family Services, Aging Services Division Health Promotion and Disease Prevention | Prince George's | 6420 Allentown Road Camp Springs, MD 20748 301.265.8450 | More information | Prince George's County resident at least age 60 years or older | Provide knowledge, skills, and training to assist in improving overall health and working towards a healthier lifestyle. Programs and activities are provided the following areas: Health Screening – Blood Pressure Checks, Diabetes screening, Cholesterol Checks Health Education – Healthy Lifestyle Lectures, Monitoring Over-The-Counter Medications Education, Fall Prevention Activities Physical Activities – Chair exercises, Tai Chi classes, Walking Programs, Exercise Classes, Strength Training | X | * | * | X | * | |
| Prince George's Community College | Prince George's | 301 Largo Road Largo, MD 20774 301.336.6000 | More information | General population | Offers a variety of fitness classes. | X | * | | | | |
| Prince George's County Department of Parks and Recreation Community Centers | Prince George's | 6600 Kenilworth Avenue Riverdale, MD 20737 301.699.2255 | More information | Classes are open to residents and non-residents of Prince George's County | 43 community centers located through the county offer a variety of recreation and fitness activities. | X | * | | | | |

| Organization/ Provider | Counties Served | Contact Information | Internet Information | Population Served | Services Provided | Healthy Lifestyles | | | Education/Prevention | | |
|---|-----------------|--|----------------------------------|---|--|--------------------|------|---|----------------------|---------------|--|
| | | | | | | Exercise | Diet | | Diabetes | Heart Disease | |
| Prince George's County Health Department: Division of Maternal and Child Health- Healthy Women/Healthy Lives | Prince George's | Prince George's County Health Department Headquarters Building 1701 McCormick Drive, Suite 100 Largo, Maryland 20774 301-583-3340 | More information | Women of childbearing age | Provides complete health screenings to ensure health and well-being during the reproductive period and an optimal health status prior to pregnancy. Services include nutrition counseling, cholesterol, diabetes and high blood pressure screenings, and referrals to other health services | X | | * | X | | |
| Prince George's County Public Schools Food and Nutrition Services | Prince George's | 13300 Old Marlboro Pike Room 8 Upper Marlboro, MD 20772 301.952.6580 | More information | Students attending Prince George's County Public Schools | Provides a total learning environment that enhances the development of lifelong healthy habits in wellness, nutrition, and regular physical activity. | X | * | * | | | |
| Prince George's Sports and Learning Complex | Prince George's | 8001 Sheriff Road Landover, Maryland 20785 301.583.2400 | More information | General population | Fitness equipment, individual fitness training, group fitness classes. | X | * | | | | |
| RX for Healthy Weight Management | Washington, DC | Capital Area Food Bank 645 Taylor Street, NE Washington, DC 20017 202.526.5344, ext. 250 | More information | Low-income overweight or obese Latino/Hispanic children | Provides free nutrition education classes for children, whose families are also involved. Topics include food preparation, healthy eating behavior, budget food shopping, and food safety. The first half of the class focuses on nutrition education, while a cooking demonstration takes place during the second half of the class. Two hour weekly classes for six weeks. | X | | * | | | |
| Southern Maryland WIC Program | Charles | 4545 Crain Highway P.O. Box 1050 White Plains, MD 20695 301.609.6857 | More information | Income/nutrition-eligible pregnant and postpartum women, infants and children to age 5. | Nutrition education, food, nutrition screening. | X | | * | | | |

| Organization/ Provider | Counties Served | Contact Information | Internet Information | Population Served | Services Provided | Healthy Lifestyles | | | Education/Prevention | Diabetes | Heart Disease |
|--|--|---|----------------------------------|--|--|--------------------|----------|------|----------------------|----------|---------------|
| | | | | | | | Exercise | Diet | | | |
| Start Early, Start Right | Washington, DC | The Family Place 3309 16th Street, NW Washington, DC 20010 202.476.5539 | | Latino children ages 1-5 and their families | Offers a free obesity prevention/reduction program. Program consists of weekly classes that provide individual family counseling, behavior modification techniques, and information about nutrition, physical activity, and weightmanagement. One parent attends each class session. Classes for parents are in Spanish; classes for children are in English. Both parentsneed to be Latino. | X | * | * | | | |
| The Local Food Alliance – Healthy Cooking Project | Washington, DC | Brookland Farmer’s Market 10th and Otis Streets, NE 202.526.4848 | | General population | Provides free cooking demonstrations at D.C. area farmers’ markets and stands. Free recipes and nutrition education materials are distributed. | X | | * | | | |
| TOPS Club Weight Loss Program | Charles, Prince George’s, Washington, DC | 12223 Marne LaneBowie, MD 20715 301.262.6447 | More information | Ages 9 years old to adults | Provides support system for people trying to lose weight naturally as well as by surgical means. Includes physical activity information, nutrition education, and weight management assistance. Nutrition education includes lessons on portion control and food planning, among other lessons. | X | * | * | | | |
| Total Family Care Coalition | Washington, DC | 4818 Jay Street, NE Washington, DC 20019 202.678.0060 | More information | Families residing in the DC area | Provides education, essential information, resources and support. Provides free individualized food shopping instruction, nutrition education, weight management information, and other services to help people adopt healthy lifestyles. | X | * | | | | |
| Triple Play Program | Washington, DC | Boys and Girls Clubs of America – Butler Wyatt Clubhouse Metropolitan Police Clubhouses 128 M Street, NW Washington, DC 20001 202.727.4455 | More information | Youth 5-18 years old. | Provides wellness instruction on eating nutritiously and keeping fit. | X | * | * | | | |