

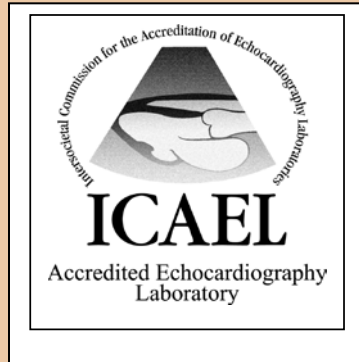
# Frederick Memorial Healthcare System

## Community Benefits Report: 2010

### Creating a Legacy of Excellence



UHMS Accredited Wound Care



ICAEL Accredited Echo Lab



ICAVL Accredited Vascular Lab



Commission on Cancer  
3-Year Accreditation



ACR Accredited  
Imaging Services



The Joint Commission Gold Seal

**FMH Interventional Cardiology**  
Designated a Premium Interventional  
Cardiology Specialty Center

**FMH Stroke Center**  
Designated as a Primary Stroke Center  
Awarded Bronze Performance Award

#### **Joint Replacement Program**

Designated as a Premium Joint Surgery Specialty Center  
Received the Blue Distinction Center of Excellence for Hip & Knee Surgery  
Designated as a Quality Orthopedic Care Total Joint Replacement Program

## The Year in Review

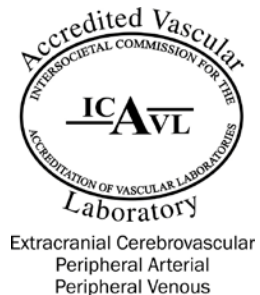
Over the past year, FMH has enjoyed strong patient volume growth in both the outpatient and inpatient settings. This continuing growth is, in large measure, thanks to our dedicated employees, physicians and volunteers who continue to provide superb customer service and compassionate, quality care to our patients.

Despite challenging economic conditions, and increased work loads due to growing volumes and service expansions, FMH continued to improve patient satisfaction scores. The Healthcare System ended the fiscal year with the highest percentile inpatient satisfaction score we have ever achieved. The Emergency Department has been nothing short of amazing by recording a patient satisfaction score in the 85<sup>th</sup> percentile. The Regional Cancer Therapy Center and FMH Homecare hit patient satisfaction home runs by scoring in the top 10 percent of their national peer group.



Substantial patient satisfaction progress was also realized in Ambulatory Surgery and main campus outpatient services. The implementation of our Concierge and Patient Ambassador programs, as well as the re-establishment of Free Valet Parking have helped to increase scores and draw attention to the Healthcare System's continuing commitment to patient satisfaction.

Over the past twelve months, the Healthcare System has drawn the region's attention for more than exceptional customer service. Our programs and services are winning awards, certifications, accreditations and Center of Excellence designations at a remarkably rapid rate. The Stroke Program, the FMH Joint Works – hip and knee surgery – the Interventional Cardiology Program, the Pulmonary Function Laboratory, and the Regional Cancer Therapy Center are just a few FMH departments and services that have received recognition for excellence. The FMH Wound Care Center is now one of only a few hundred centers nationally accredited for hyperbaric medicine treatment. In addition, HIMSS (the national healthcare information systems society) recognized FMH as a Level 6 provider on the nationwide Electronic Medical Record adoption model ranking scale.

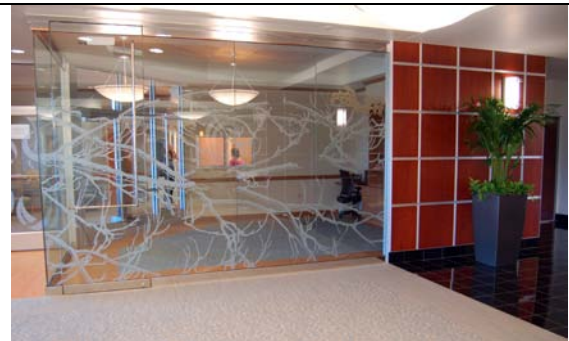


In the past year, FMH received 8 awards from the Medicare Hospital Quality Incentive Demonstration (HQID) project. The Healthcare System received payments in excess of \$140,000 in recognition of our continued commitment to meeting exceptional quality standards in high volume diagnoses. Important work continues in the area of reducing patient infections as well. A renewed commitment to improving hand hygiene and decreasing hospital acquired infections has begun to produce results benefiting our patients. In the spirit of improving quality, the Medical Executive Committee and the medical staff have decided to restructure the manner in which physician peer review is conducted with the establishment of the Systems Review Oversight Committee (SROC). This new peer review process will provide for greater continuity of physician peer reviewers and improved timeliness of reviews of individual cases while identifying opportunities for education.

Major expansions in some of the Healthcare System's clinical services, and the opening of new satellite facilities, will benefit the citizens of the region for many years to come. We have worked in concert with several of our physician groups to expand access to healthcare by creating office space for their practices in the FMH Urbana facility, and most recently, in south Frederick in FMH Crestwood. This facility houses The Women's Center, a new concept in the provision of women's health services in Frederick County that provides comprehensive diagnostic, treatment and rehabilitation services in one convenient location.



FMH Crestwood II



The FMH Women's Center for Breast Care



Signature service lines were strengthened in FY10 with the addition of several outstanding physicians who are recognized leaders in their fields of medicine. Dr. Gregory Gagnon, a pioneer in CyberKnife Radiosurgery and recognized worldwide as the leading authority in the discipline, is the new Medical Director of the FMH CyberKnife Center. Pediatric care at FMH took a major step forward with the addition of Dr. Robert Wack, Medical Director for Emergency Pediatric Services. Dr.

Wack has implemented 24/7 emergency care for pediatric patients and launched the co-location of pediatric emergency services and pediatric inpatient care on the second floor of the hospital. Dr. Eric Bush is the new Medical Director of Hospice of Frederick

County and has assumed responsibility for the hospital's palliative end of life care program.

Frederick County's Office of Economic Development, Workforce Services and the Frederick Chamber of Commerce along with the City of Frederick's Department of Economic Development recently honored FMH as one of the **top five most "Family Friendly" businesses** in the area. Our commitment to provide our employees with a work environment that is welcoming and safe has never been stronger. We launched a web-based resource called Culture Vision, designed to help healthcare workers better understand the diverse needs of our patients; and, in August, the Healthcare System's first Director of Cultural Awareness and Inclusion will champion new initiatives and events to celebrate diversity in the workplace.

FMH was also the recipient of the **2010 Frederick County Business Ethics Award** bestowed by the Rotary Club of Carroll Creek and sponsored by the Frederick News Post. The Frederick County Business Ethics Award recognizes businesses in Frederick County that exemplify a strong commitment to business excellence and to the highest standards of civic and social responsibility. The award honors businesses that have promoted ethical conduct for the benefit of the workplace, the marketplace, the environment and the community.

As the implementation of federal health care reform begins to take root, we know we will be called upon to do more with less. We will be required to focus on providing higher value, and quality, rather than volume and quantity of service to our patients. Together with our physician partners, we will continue to redefine how we coordinate and deliver community based care for the residents of Frederick County and beyond. By working together, our 108-year legacy of providing for the health and well being of our community will last well into the 21<sup>st</sup> century. As the regional leader for superb care, we look forward to our continued journey.

## RECOGNIZED FOR EXCELLENCE

Frederick Memorial Hospital is being recognized throughout the region as the physicians' destination of choice for outstanding patient care, service excellence and quality outcomes.



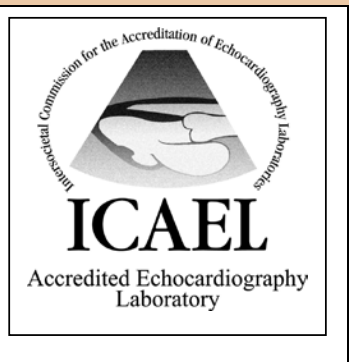
### The Joint Commission Gold Seal

- The Joint Commission's Gold Seal of Approval was awarded to FMH for adhering to strict standards of operational excellence in the provision of patient care, the maintenance of metric standards relative to core measures, and providing a safe environment of care.



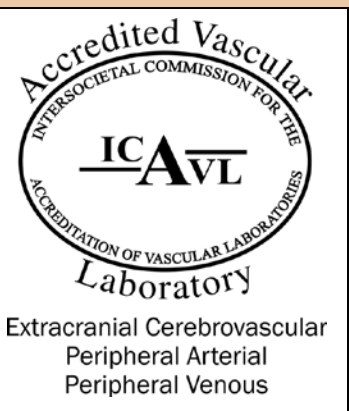
### The Commission on Cancer

- The FMH Regional Cancer Therapy Center has been awarded a 3-year accreditation by the Commission on Cancer, the highest degree of accreditation possible. The Commission has recognized the FMH cancer program as a Comprehensive Community Cancer Program, an honor only 22% of hospitals in the nation achieve.



### ICAEL Accredited Echo Lab

- The Intersocietal Commission for the Accreditation of Echocardiography Laboratories has accredited the FMH Echo Laboratory in Adult Transthoracic Echocardiography.



### ICAVL Accredited Vascular Lab

- The Intersocietal Commission for the Accreditation of Vascular Laboratories has accredited the FMH Vascular Laboratory in Extracranial Cerebrovascular, Peripheral Arterial and Peripheral Venous Testing .



### UHMS Accredited Wound Care

- The Undersea & Hyperbaric Medical Society has accredited the FMH Center for Advanced Wound Care & Hyperbaric Medicine. FMH is the region's only Hyperbaric Oxygen Therapy Center accredited by the UHMS.

### ACR Accredited Imaging Services

- The American College of Radiology has accredited the FMH Imaging Services Department in CT, Mammography, MRI, Nuclear Medicine and Ultrasound.

- **Interventional Cardiology**
  - Designated by UnitedHealth as a Premium Interventional Cardiology Specialty Center
- **Joint Replacement Program**
  - The FMH Joint Works program has been designated as a Premium Joint Surgery Specialty Center by UnitedHealth, and
  - Has received the Blue Distinction Center of Excellence for Hip and Knee surgery by the National BlueCross & BlueShield Association,
  - A designated Aetna Institute of Quality Orthopedic Care Total Joint Replacement
- **FMH Stroke Center**
  - Designated by the Maryland Institute of Emergency Medical Service Systems (MIEMSS) as a Primary Stroke Center
  - Awarded a Stroke Center Bronze Performance Award by the American Heart Association

## FMH SATELLITE FACILITIES



**FMH Urbana**

### **FMH Urbana**

3430 Worthington Blvd.  
Frederick, MD 21704

- Imaging
- Laboratory
- Physician Specialty Practices



**FMH Rose Hill**

### **FMH Rose Hill**

1562 Opossumtown Pike  
Frederick, MD 21701

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



**Mt. Airy Health Services**

### **Mt. Airy Health Service**

1502 South Main Street  
Mt. Airy, MD 21771

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



**Crestwood II**

### **FMH Crestwood**

7196 Crestwood Blvd  
Frederick, MD 21703

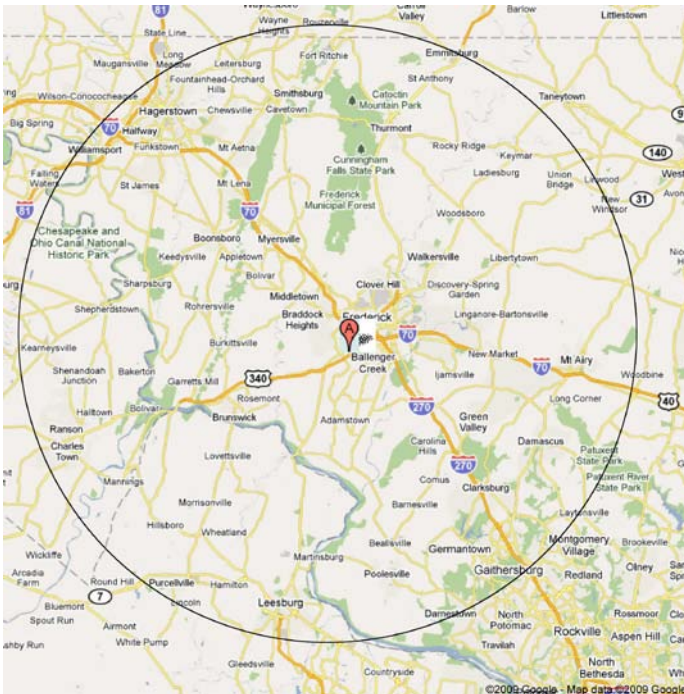
- Imaging Services
  - Digital Mammo,
  - Ultrasound,
  - CT Scan, Vascular Lab
- Comprehensive Rehabilitation
- Laboratory
- Women's Health Services
  - Women's Center for Breast Care



The Regional Cancer Therapy Center  
 501 West Seventh Street  
 Frederick, MD 21701

- Medical Oncology
- Radiation Oncology
  - Intensity Modulated Radiation Therapy
- Out Patient IV Therapy Center
- The FMH CyberKnife Center

### Service Area Geographic Profile

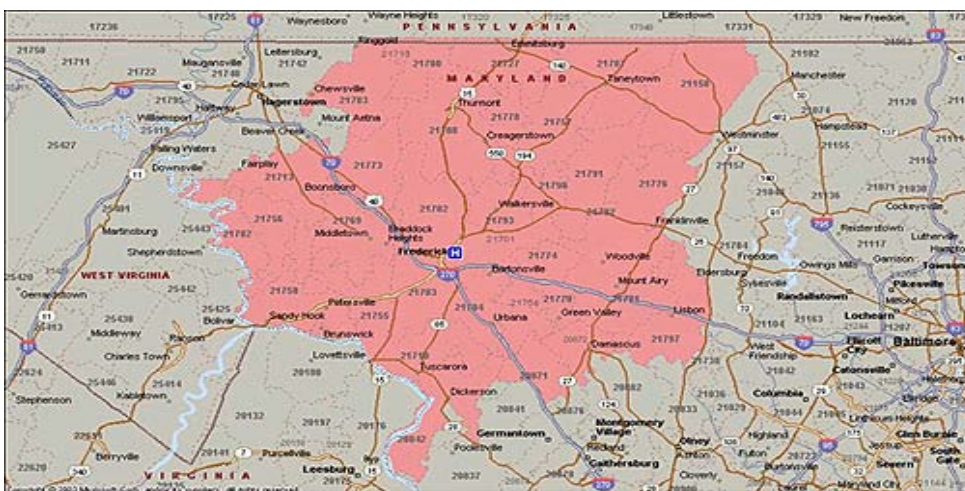


Frederick Memorial Healthcare System's patients are primarily from Frederick County, Maryland, that has an estimated population of 233,000 citizens. Referrals for primary care coming from outside the county include:

- Washington County
- Carroll County

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

- Southern Pennsylvania
- Eastern West Virginia
- Northern Virginia

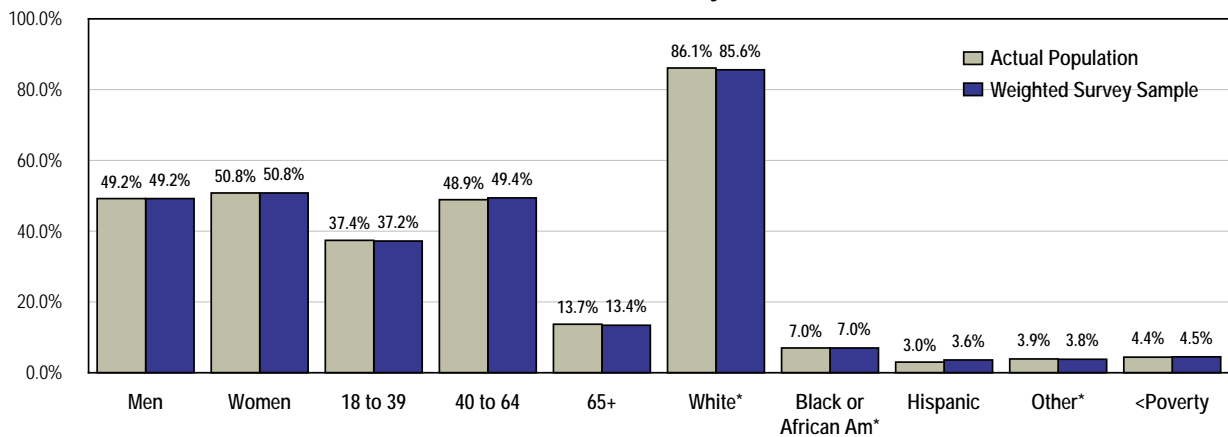


Frederick Memorial Healthcare System is located in the south central portion of Frederick County, Maryland. Population:  
 2010 - 233,600  
 2020 - 287,900



## Population & Sample Characteristics

(Frederick County, 2007)



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

### Statistical Profile of Service Area

#### Income Profile of Primary Service Area

According to the 2006 American Community Survey, Frederick County had a median household income of \$74,029. This is \$8,885 more than the median income of Maryland, \$65,144. Since 1979, when County residents made only \$560 more than the average State resident, Frederick County has continued to increase the gap between the median income of the Maryland and the County. Within the past 27 years, Frederick County residents have increased their median household income by 114%. The greatest increase in household income was between 1989 and 1999, when residents went from making \$41,382 to \$60,276 in 10 years; a 46% increase. Even within the last 8 years residents have seen a 23% or \$13,753 increase in income. This trend ended abruptly with the advent of the economic downturn. In 2010, the unemployment rate in Bethesda, Frederick and Gaithersburg (the areas are reported in “Place of Residence” bundle by the Maryland Department of Labor, Licensing and Regulation) was 5.8. In 2007 the unemployment rate was 2.7.

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

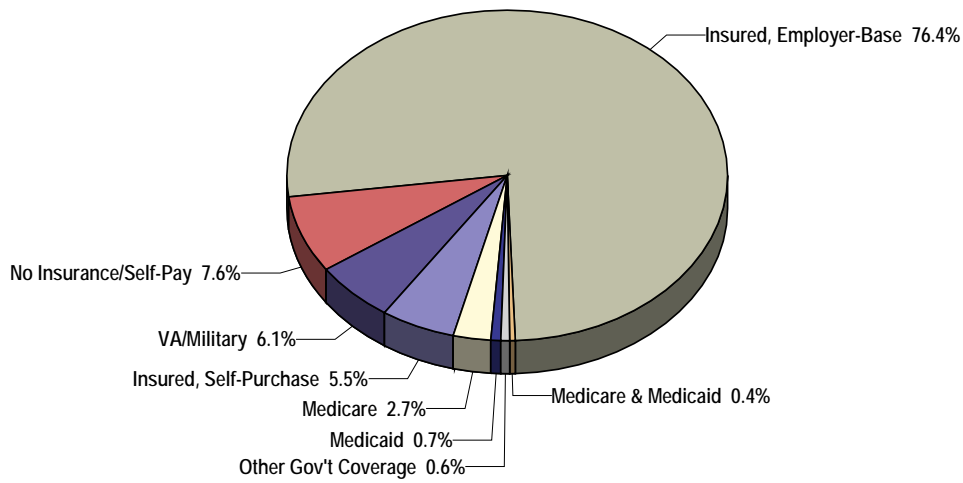
<b>Households Income Characteristics for Frederick County</b>						
	1999		2006		Change 1999 - 2006	
Total Households	70,115	100.0%	79,983	100.0%	9,868	14.1%
<b>Income Range</b>						
\$0 – 9,999	2,754	3.9%	2,034	2.5%	-720	-26.1%
\$10,000 - 14,999	2,260	3.2%	1,580	2.0%	-680	-30.1%
\$15,000 - 24,999	5,519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

### **Poverty Levels**

In 1989 17.3% of these households were below poverty level, in 2006 this has decreased to only 7.7%. Female householders with children still have the highest percentage of poverty levels but the decrease has been very significant within the past 17 years.

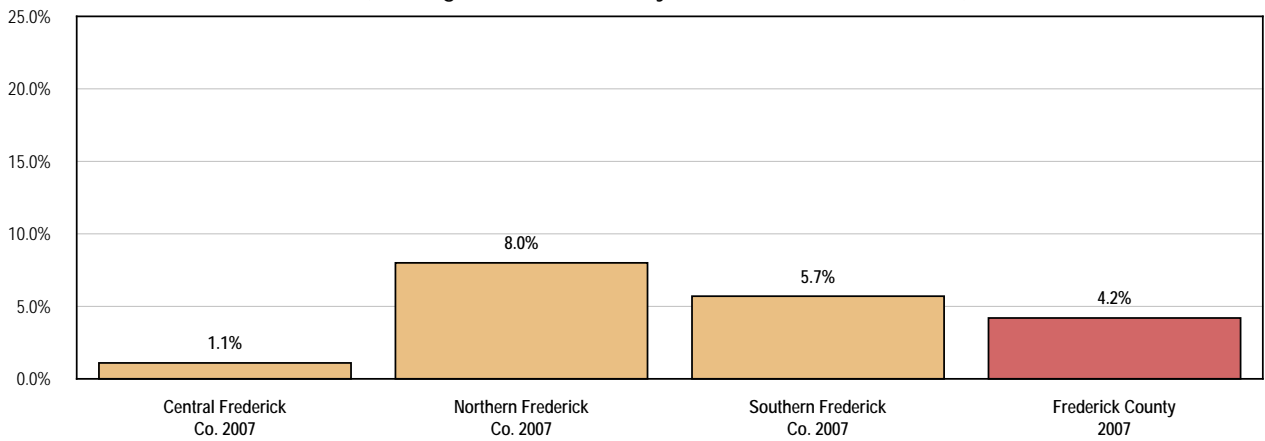
<b>Poverty Status for Frederick County Residents</b>			
	<b>1989</b>	<b>1999</b>	<b>2006</b>
<b>All individuals</b>	<b>4.8%</b>	<b>4.5%</b>	<b>3.9%</b>
Persons 18 years and over	4.5%	4.2%	4.2%
Persons 65 years and over	9.2%	6.0%	5.4%
Related children under 18 years	5.6%	4.9%	2.8%
Related children under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

## Healthcare Insurance Coverage (Among Adults Age 18 to 64; Frederick County, 2007)



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

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



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

## Community Health Assessment

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

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

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

1. To improve residents' health status, increase their life spans, and elevate their overall quality of life.

**FMH ACTION 2009:** The FMH Wellness Center created a number of screenings, programs and educational events to increase the community's knowledge about specific disease conditions that were identified in the Community Health Assessment as areas of concern for our community: Cancer, Heart Disease, Nutrition and Weight Management. Armed with the knowledge needed to make the necessary lifestyle and behavioral changes to remain healthy has enhanced our community's health status in many positive ways.

**FMH ACTION 2010:** The **Radiology Department** in conjunction with **Corp OHS**, organized block appointment times for screening mammograms for the business community in Frederick County. Over 300 women participated in the program. The **FMH Community Outreach Program** was launched in FY 2010. This group of FMH volunteer employees organized a number of screening and educational events including: Asthma Awareness Day, COPD Screenings & Seminars, Smoking Cessation & Tobacco Prevention Programs. This same group brought attention to the high incidence of Heart Attack and Stroke in Frederick County by participating in the American Heart Association's Start! Greater Washington Heart Walk. Dozens of FMH employees and their family members participated in the walk raising over \$7,000 for the cause.

The **FMH Center for Advanced Wound Care and Hyperbaric Medicine** sponsored a Free seminar and screening event to assess wounds that would not heal. The educational seminar explained the latest advances in wound care protocols and techniques, and offered a tour of the Hyperbaric Chambers.

**The FMH Wellness Program** sponsored a number of Blood Pressure Screenings and General Wellness Maintenance lectures throughout the community.

2. To reduce the health disparities among residents. The demographic information gathered during the survey process has allowed the Health Department and the Frederick Memorial Healthcare System to identify population segments that are most at-risk for various diseases and injuries.

**FMH ACTION 2009:** The FMH Regional Cancer Therapy Center hosted prostate cancer screening events, and Vascular Services performed screenings for Peripheral Artery Disease in areas of the county where access to such services is challenging. The African American and Hispanic populations represent high-risk demographics in Frederick County for both of these disease conditions.

**FMH ACTION 2010:** Frederick Memorial Hospital's participation in the Frederick County Health Care Coalition (FCHCC) has increased over the past 12 months. The Chairman of the Executive Committee is an FMH employee as is another member of the Board. The FCHCC has been working behind the scenes with the Community Action Agency to encourage their application for federal funding to expand programs and services as a Community Health Clinic. The establishment of a Free Community Clinic would help to address the identified disparities in accessing care.

The Healthcare System continued to offer laboratory diagnostic testing to the Frederick County Mission of Mercy.

3. To increase accessibility to preventive services for all community residents.

**FMH ACTION 2009:** An area identified by the Community Health Assessment as requiring immediate action relative to access issues was in the Prenatal care arena. Many women in Frederick County were receiving no prenatal care. Their babies being delivered at FMH were requiring admission to the Neonatal Care Intensive Care unit in percentages far above the expected admission rate when compared with actual patient admissions.

The FMH Auxiliary Prenatal Center was established to provide these underinsured or uninsured women with the prenatal care necessary to ensure a healthy birth weight baby that was full-term gestational age. It worked!

**FMH ACTION 2010:** The **Cardiac and Pulmonary Rehabilitation Department** organized vascular screenings and one-on-one consultations with cardiovascular physicians and pulmonologists.

The FMH Wellness Center sponsored a number of Diet and Nutrition Classes in conjunction with their Healthy Weigh program targeting obesity in children in Frederick County.

## FMH Wellness Center



The FMH Wellness Center is a division of the Frederick Memorial Healthcare System which promotes healthier lifestyles and enhanced levels of wellness by providing health education classes, health screenings and individual services. Because early detection and education are the keys to a highly informed and educated community, the hospital vigorously supports the Wellness Center in a variety of client centered wellness activities. In FY 2010, the FMH Wellness Center touched over **122,000** members of our community.

### **Corporate Partners and Community Wellness Services - 2010**

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

- Airline Owners and Pilots Association
- American Red Cross
- American Cancer Society
- American Diabetes Association
- American Heart Association
- Bechtel
- Big Brothers and Sisters of America
- Boy Scouts of America
- Christ Reformed UCC
- City Of Frederick
- Corporate Occupational Health Services
- Edco
- Elder Expo
- Families Plus
- FMH Select
- Frances Scott Key Mall

- Frederick Community College
- Frederick County Commission On Women
- Frederick County Health Department
- Frederick County Head Start
- Frederick County Hospice
- Frederick County Public School System
- Frederick News Post
- Ft. Detrick
- FSK Mall
- Gal Pals Program (Frederick Police Dept.)
- Greater Frederick Fair
- Holistic Health Conference Planning Committee
- Hood College
- Jeannie Bussard
- Key 103
- Kiwanis Club
- LIFE and Discovery Inc.
- Lorien Health System, Mt. Airy
- Maryland Mental Health Association
- McLaughlin Family Chiropractic
- MedImmune
- Mental Health Association of Frederick County
- Mt. St. Mary's
- Pfizer
- Red Devil Organization
- SAIC of Fort Detrick
- Transit Services of Frederick County
- Trinity School of Frederick
- Tuscarora High School Safe "n" Sane Committee
- TX Team
- United Healthcare
- UP County Family Services
- Urbana Music Festival
- Visitation Academy
- Volunteer Frederick

### Services/Programs

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

- **12** blood pressure screenings attended by **47** participants
- **1** Quit Smoking clinic attended by **20** participants
- **10** wellness lectures serving **75** members of the Frederick County Community.
- **1** mall wellness event specifically designed to address the general health issues of all ages for more than **1,500** community members

- General health and wellness information event boxes, distributed to elementary school and college events, and Fort Detrick, that reached **over 900** individuals.
- General health and wellness information distributed during **5** community events serving **over 1,100** members of the community.
- General health and wellness information, and health screenings provided during **3** community events serving over **200** participants.
- Physician Information and Referral Service for greater than **1,536** individuals and families.
- Wellness information sessions **3,782** attendees at various businesses and community organizations.

### **Employee Wellness Program - 2010**

The Wellness Center in partnership with the FMH Human Resources Department and CorpOHS, continued the Employee Wellness Program in 2010. This program, designed to address the specific health needs of members of the hospital family provided **130** events for over **1,880** members of the hospital staff and volunteers.

### **Family Focus Program Services - 2010**

The Wellness Center's Family Focus Program provides education and support to the core of our community – the family. The program works in conjunction with the **FMH BirthPlace** to provide expectant parents a preview tour of the birth facility. The Family Focus Program also helps parents prepare for the birth of their child by providing quality Childbirth and Parenting Education classes to thousands of parents every year. Siblings-to-be participate in the ever-popular “Small Wonder” program to help them welcome a new baby brother or sister. Family Focus has served over **10,337** community members. Just like the family – this program continues to grow and thrive each year to benefit our community!

### **Safety and Injury Prevention Programs - 2010**

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

### **Adopt a Pharmacist**

A new program was started this year partnering with the Maryland Poison Center. We recruited local pharmacists who attended training sessions taught by one of the pharmacist/educators from the Maryland Poison Center. Teaching kits were supplied to the pharmacists and they went into Frederick County Public School first grade classrooms to teach the children about poison safety. It is called Adopt a Pharmacist.



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

- American Cancer Society
- American Red Cross
- Bikers Against Child Abuse
- Brunswick Police Department
- Carroll County Health Dept.
- Centro Hispano
- Child Care Choices
- Families Plus!
- Family Partnership
- Fitzgerald Auto Mall
- Frederick Airport
- Frederick County Autism Society of America
- Frederick County Crime Awareness Task Force
- Frederick County Dept. of Emergency Planning
- Frederick County Dept. of Fire & Rescue Services
- Frederick County Even Start
- Frederick County Head Start
- Frederick County Health Department
- Frederick County Parks & Recreation
- Frederick County Pharmacists
- Frederick County Public Schools
- Frederick County Sheriff's Department
- Frederick County Volunteer Fire & Rescue Association
- Frederick Memorial Hospital – Pediatrics Dept. & Neonatal ICU
- Frederick Pedalers
- Frederick Police Department
- Frederick Rescue Mission
- Ft. Detrick
- Golden Gears Car Club
- Healthy Families Frederick
- Heartly House
- Hope Alive
- Jeff Barnes Chevrolet
- Kiwanis Club of Suburban Frederick
- Marriott International
- Maryland Poison Center
- Maryland School for the Deaf
- Maryland State Police
- Mid Western Traffic Safety Coalition
- MIEMSS
- Parent Power (Mental Health Association)
- Priority Partners
- State Farm Insurance

- Thurmont Police Department
- Up County Family Partnership
- US Fire Administration
- Volunteer Frederick!
- WIC
- YMCA of Frederick County

In FY' 10 the following services were provided:

- **719** first graders in **8** Frederick County Public Schools (FCPS) were taught poison safety.
- **496** FCPS elementary children participated in Walk to School events
- **168** FCPS middle school children participated in Walk to School events
- **477** telephone consultations educating parents and caretakers on child safety issues
- **91** car seats rented/distributed to low income families or individuals having out of town guests with small children
- **445** individual car safety seat checks
- **39** parents/caregivers attended car seat training classes
- **1** car seat challenge performed for an infant discharged from FMH NICU in a car bed to determine if the infant can move to a regular infant car seat.
- **4** Child Passenger Safety Technicians attended an update class on LATCH.
- **11** law enforcement officers, firefighters, EMTs and health educators trained as child passenger safety technicians
- **2** firefighter child passenger safety technicians mentored through the final part of their instructor candidacy process.
- **2210** community members attended **24** Events/Safety Fairs. Six (**6**) of these events were held for ESL residents
- **101** bicycle & multi-sport helmets distributed & fitted properly
- **240** children participated in **6** bicycle rodeos
- **55** carbon monoxide detectors distributed to families without one in a home that is heated with a fossil fuel. An additional **30** individuals attended the awareness programs but did not live in homes heated with fossil fuels.
- **381** community residents instructed in CPR/First Aid
- **21** community residents taught H1N1 prevention tips

The Injury Prevention Coordinator at FMH Wellness Center and an FMH TX Team Occupational Therapist attended a CarFit training program in April and then assisted in a community event to help **18** mature drivers make adjustments in their vehicles to make them more comfortable and have better control of their vehicle. CarFit was developed through collaboration among the American Society on Aging, AARP, the American Occupational Therapy Association and AAA.

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

- Frederick County Interagency Early Childhood Committee
- Frederick County Highway Safety Task Force

- Maryland Child Passenger Safety Advisory Board
- Maryland Occupant Protection Committee
- Safe Kids Maryland

FMH Wellness Center provided classroom space for other groups:

- **28** participants attended PALS (Pediatric Advanced Life Support) classes
- **80** community members attended Mental Health First Aid sessions by the Mental Health Association of FC
- **49** community members attended other programs by the Mental Health Assoc.
- **86** local Cub Scouts learned CPR and First Aid

## **Nutrition and Weight Management – 2010**

In addition to the provisions described above, the Nutrition and Weight Management Services Division hosted more than **10,452** visits from clients with a variety of health needs. Clients were monitored weekly for changes in weight and blood pressure. Those who participated in the weekly education offerings received information and counseling in all areas of cardiovascular disease and stroke prevention. Healthy lifestyle changes including regular exercise programs, nutrition enhancements and stress management were emphasized with all clients.

## **Diabetes Services**

FMH Diabetes Services hosted a number of support groups, educational seminars and screening events throughout the County.

Support Groups	65
Prenatal Clinic	18
Cardiac Rehab	123
Other events	235
ADA Walk	
Employee Wellness	
Boscov's Candy Exchange	
Diabetes Center Open House	
Diabetes Alert Day @ FSK	
<b>TOTAL</b>	<b>358</b>

## FMH Stroke Center of Excellence

The FMH Stroke Program continues to provide outstanding care and service to the citizens of Frederick County. The Stroke Program was recognized by *Get With the Guidelines* as a facility that provides excellent care to stroke victims. The Maryland Institute of Emergency Medical Service Systems, (MIEMSS) designated the FMH Programs as a **Primary Stroke Center**. In addition, the American Heart Association awarded a **Stroke Center Bronze Performance Award** to the FMH Program. Frederick County residents no longer have to be transported to neighboring facilities to receive acute stroke care. A program with the highest level of preparedness and State recognition is right here at Frederick Memorial Hospital.

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

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

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

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

• Frederick County Health Dept.	65
• Asbury Methodist Church	30
• Fred. Cty Dept. of Aging	50
• FCC Nursing Students	150
• Indian Association of Frederick	100
• FMH Wellness Center	100
• St. Catherine's Church	100
• Maranatha Church of God	150
• Frederick County Senior Center	50
• Urbana Senior Center	20
• <b>TOTAL</b>	<b>815</b>

## **Pulmonary Rehabilitation Community Outreach Program Smoking Cessation**

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

In FY 2010, FMH's Smoking Cessation Facilitators were active partners with the Local Tobacco Coalition to reduce tobacco use in Frederick County. FMH takes the lead, and supports like-minded efforts within Frederick County, to prevent chronic disease by decreasing the prevalence of smoking and preventing the teen population from becoming smokers. We will continue to work with the Frederick County Health Department to monitor the success of our combined efforts to reduce tobacco use within the community. The number of admissions to the hospital and Emergency Department visits will also be closely monitored. FMH's Community Outreach Program provides a wonderful opportunity to make a difference in the lung health of many individuals.

## **Asthma Awareness**

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



Frederick Memorial Hospital hosted the 2<sup>nd</sup> Annual Asthma Awareness Day on May 22, 2010. This event took place in center court at Francis Scott Key Mall and many community members took advantage of the opportunity to learn about the advances in self-management of asthma and symptomatic control of the disease. Speakers from Maryland Department of Health and Mental Hygiene and Frederick Memorial Hospital spoke to participants about the importance of self-management of asthma and provided information about common asthma triggers and how to keep them under control. Free portable spirometry screening and pulse oximetry checks were offered. The Asthma Awareness Day reached approximately 300 individuals from the Frederick community.

## **Staff Development**

### September 24<sup>th</sup> and 25<sup>th</sup> :

A staff member attended the American Lung Association's Freedom From Smoking Facilitator Training Program. This was a workshop that provided an opportunity to learn how to work with adults in a group setting. Information about nicotine addiction was shared, as well as facts about tobacco control and content of the FFS Clinic sessions.

### October 9<sup>th</sup> :

A staff member received her AE-C certification. This staff member passed an examination offered by The National Asthma Educator Certification Board, Inc. Passing this examination allowed her to use the designation AE-C.

### June 17<sup>th</sup> and 18<sup>th</sup> :

Staff attended the National Asthma Forum in Washington DC. This forum proved staff the opportunity to discover best practices, explore the latest science, hear from leading asthma care programs, and develop leadership and action plans for developing close ties to our community.

## **Community Education:**

### October 1<sup>st</sup> :

FMH Community Outreach staff participated in AOPA's Health Fair. This event offered self-management of asthma tools and symptomatic control of the disease. Free portable spirometry and carbon monoxide screenings were offered. Staff also provided information on tobacco dependence and nicotine addiction. The health fair reached approximately **50** individuals.

### November 18<sup>th</sup> :

Staff provided a Tobacco Prevention Program to a group of underprivileged children and incorporated fun activities promoting the Great American Smoke Out. This event was able to reach **18** children.

### January 13<sup>th</sup>, March 17<sup>th</sup>, April 28<sup>th</sup> and June 9<sup>th</sup> :

Staff presented a Tobacco Prevention Program to local middle and high school students. These presentations reached approximately **17** students in the school system.

### June 9<sup>th</sup> :

Staff participated in the Frederick Board of Education's annual Health Fair. This event offered self-management of asthma tools and symptomatic control of the disease. Free portable spirometry and carbon monoxide screenings were offered. Staff also provided information on tobacco dependence and nicotine addiction. The health fair reached approximately **80** individuals.

## The FMH Emergency Department

The FMH Emergency Department continues to be one of the busiest emergency departments in the State of Maryland. In fiscal year 2010, over 74,000 patient visits were recorded. The Frederick Memorial Healthcare System has been providing emergency care to the citizens of Frederick County ever since a one bed “Accident Room” was set-aside in 1905 on the first floor of the old Frederick City Hospital. Since that day, the doors have remained open 24 hours a day, 7 days a week, 365 days a year for nearly 107 years.

### Fast Track

The FMH 7-bed Fast Track area is staffed by a Physician Assistant, R.N. and an ED Technician. Approximately 40 – 50 patients are treated and released from the Fast Track area everyday with an average length of stay of 95 minutes.



The George L. Shields Emergency Department is one of the largest emergency departments in the region. With over 24,000 square feet, the ED houses:

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

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

### **Community Benefit Programs**

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

1. SAFE Program
2. Lethality Assessment Program
3. Take a Moment

#### **1. SAFE Program**

Since 1997, Frederick Memorial Hospital has provided medical forensic examinations performed by a Forensic Nurse Examiner, to any patient who presents to the Emergency Department with a chief complaint of rape or sexual assault. Our program follows the new Department of Justice mandate that patients have a right to evidence collection and treatment provided whether law enforcement is initially involved or not.

FMH employs 10 forensic nurses who, as part of the FMH SAFE Team, provide 24/7 coverage. **The SAFE Program treated 72 patients in FY10.**

An essential component of the SAFE team's charge is to educate members of the Sexual Assault Response Team (SART). We have presented in-services on Rape Trauma to:

- All Officers of the Frederick County Sheriff's department,
- Frederick City Police Academy (**15**), and
- Mount Saint Mary's University resident advisors and members of the freshman class of 2010. (**100**)

The SAFE Program team members provided Unit Victim Advocates (UVA) continuing education training at Fort Detrick. (**50 Participants**)

In the community, SAFE staff have served as guest speakers/educators at:

- Hood College's Into the Light Program (**100**) and,
- Mount St Mary's Domestic Violence Panel Discussion. (**70**)

SAFE has become an integral part of the community by being a member of:

- The Frederick County Domestic Violence Coordinating Council (**15**)
- The Frederick County Domestic Violence Fatality Review Board (**20**)
- The executive board of the Frederick County Child Advocacy Center (**15**)
- The Frederick County SART (**20**)
- The Maryland Board of Nursing RN FNE advisory board (10)



- Two of our forensic nurses were part of the training team for the Adult Forensic Nurse Examiner Adult Training hosted by Washington County Hospital. **(12 new nurses were trained)**

Recently, there have been new critically important federal initiatives focused on the criminal justice system and community response to sexual assault. A Senate Sub-Committee Hearing focusing upon the police response to rape was convened, and a White House Roundtable was held on the topic of violence against women. Kim Day, RN, FNE A/P, an FMH Forensic Nurse Examiner, participated in the White House Roundtable in her position as the International Association of Forensic Nurses' SAFE Technical Assistance Coordinator.

## **2. Lethality Assessment Program**

Interpersonal violence occurs to approximately 5.3 million people a year (mostly women). Fifteen hundred of those victims are killed each year. Forty seven percent of those killed had previously sought medical attention. At Frederick Memorial Healthcare System we see patients who present with injuries, or related medical conditions aggravated by domestic violence. We have always treated the wounds, but have been less effective in helping the victims understand that they could be in lethal danger.

The SAFE Program staff made connecting our patients with the domestic violence services available to help them develop immediate and long term safety plans a program goal. When the Maryland Network Against Domestic Violence (MNADV) heard of our plans, they chose FMH as one of two hospitals in the state of Maryland to model the **Lethality Assessment Program** – a program designed with the same goal as that we set internally for the SAFE Program. It was a perfect fit! Every nurse in the Emergency Department was educated how to present the questionnaire to the patient and then immediately connect them by phone to Heartly House, the Frederick County resource for Domestic Violence shelter, support and legal resources.

The MNADV 2010 second quarter statistical report - the first report to capture a full quarter's worth of information from hospitals - documents the results of the Lethality Assessment Program's administration by a discipline outside of the law enforcement arena. the first discipline outside of law enforcement arena. Because domestic violence lethality assessment is such a new approach within the hospital setting, we did not know what to expect in terms of the screening process and protocol referral. The second quarter's data yielded some interesting and useful results:

- A relatively high number of screened victims (**36**);
- An exceedingly high rate of patients who screened in at High Danger (86%);
- A very high screening rate with Heartly House, perhaps higher than expected, especially for a first-time effort; (74%)

The Maryland Network Against Domestic Violence's (MNADV) Lethality Assessment Program-Maryland Model (LAP) was selected as one of four 2010 national recipients of the prestigious Celebrating Solutions Award given annually by the Mary Byron Project. Marcia Roth, Executive Director of the Project, lauded the LAP for its outstanding work. "We received almost 300 applications throughout the United States. Our national review team felt that Maryland's program shows promise in moving beyond crisis management

to provide answers every community should use in ending the epidemic crime of domestic violence. It is an outstanding organization and program.”

### **Youthful Offenders Program**

The FMH SAFE team is part of the YOP which was initiated by the State’s Attorney’s Office. Every month one of our Forensic Nurse Examiner’s speaks to different at-risk juvenile males who have been to court on criminal charges about the Cycle of Violence, and positive changes they can make in dealing with anger. Each monthly group has 15 participants (180)

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### **3. The “Take a Moment” Program**

The Take a Moment program was developed at the request of the Frederick County Court System, and the Frederick County and Frederick City law enforcement agencies who identified the need to present a “drunk driving” awareness program. This program is now shown at special times. Take a Moment targets offenders convicted of driving while intoxicated, and is designed to show the consequences of driving under the influence of drugs or alcohol.

The program is a two-part presentation:

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

#### **Program Presentations**

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

Take A Moment was provided to:

- Frederick Community College (50-75)
- St. John’s High School (Entire student body)

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

## **Frederick County Marathon**

Members of the FMH Emergency Department:  
Furnished supplies and medical staff for the First Aid Tent at the Frederick County Running Marathon held in May 2010. It was a hot steamy day and care was provided for over 200 patients.

## **Perioperative Services Open House**



FMH's Perioperative Services hosted their third annual Open House on Saturday, November 6, 2010. Over 100 children and adults attended this year's event to get a close up look at the FMH Surgical Suites. Participants were able to touch the equipment and ask the Surgical Nurses about their jobs, surgical procedures and the many rewards of being a "scrub nurse." The Open House gave grownups and youngsters alike the opportunity to actually try their hand at laparoscopic surgery by removing gummie snakes and other reptiles from a simulated abdomen.

After visiting the Operating Room Suites, visitors were invited to tour the pre-operative areas where patients are prepared for the operating rooms, and the post-anesthesia care unit where patients recover from the effects of anesthesia.

This event has grown considerably over the years and the community looks forward to the FMH OR Open House announcement every year.

## **Preventive Cardiology and Rehabilitation Medical Fitness Program**

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



Evidence clearly supports that regular exercise improves quality of life. Many people who live day to day with the challenges associated with a number of conditions and diseases miss out on the healthy benefits of routine exercise because of the fears associated with cardiovascular workouts. The staff at Medical Fitness consists of registered nurses and degreed exercise physiologists trained and certified in BLS and Advanced Cardiac Life Support. The staff prepares an individualized exercise program for each participant and monitors

the exercise routine. Included in this program is regular blood pressure readings, glucose measurement (as needed), exercise prescription, one-on-one assistance from our staff (as needed) and regular feedback and communication with physicians. Sign language and foreign language interpreters are also used when needed. The Medical Fitness program was provided **free of charge to 10 patients** in FY 10. These patients must attend the fitness programs regularly.

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

### **FMH Vascular Services**

FMH Vascular Services in conjunction with the Preventive Cardiology and Rehabilitation Department hosted two Vascular Screening Events in the second floor classrooms of the Frederick Memorial Hospital. A vascular sonographer using ultrasound screened **150** pre-registered individuals for Abdominal Aortic Aneurysm, Carotid Stenosis, and Peripheral Artery Disease. Certain risk factors for these diseases were assessed including hypertension, family history and smoking.

Patients presenting with abnormal findings were permitted to consult with a physician from the Horizon Vascular Surgery Group who were present at the screening event. The consultations directed the participants to follow up with their PCP, or with a vascular surgeon if the patients did not have a PCP and their condition was such that it required immediate treatment. All participants in the Vascular Screening were registered into a sophisticated database that recorded the results of their vascular screen. This database

will allow us to track the impact the vascular screening events have on the health of our community.

In addition to screening the residents of Frederick County for the presence of vascular disease, a robust educational component of the screening events allows participants to truly understand how to prevent the onset of vascular disease. The physicians volunteer their time to provide a three-hour lecture series that explains how vascular disease is diagnosed, and the treatment modalities available to them after the diagnosis has been made

**Screenings are offered to the community – FREE of charge to the community.**

Raising the community's awareness and understanding of vascular disease is a priority for FMH. Statistically, only three out of four adults have heard of Peripheral Artery Disease, and frequently life-threatening conditions such as Abdominal Aortic Aneurysm and Carotid stenosis are not discovered in time because of absent or vague symptoms for surgical intervention to make a difference in unfortunate outcomes. Over 150 participants have been screened this year in Frederick County, and significant vascular disease has been detected and treated. The Vascular Disease Screening Events sponsored by FMH Vascular Services have made a significant difference in the lives of the citizens we serve by preventing probable stroke or ruptured aneurysm.

By raising the public's awareness of vascular disease, and actually detecting the presence of the disease in the population, FMH Vascular Services has truly made a difference in the health status of our community. As recent participants commented:

- "I am very grateful for this screening and appreciate the work involved",
- "This has been a concern of mine for some time and I am very happy to have this chance to attend", and
- "Very informative. A GREAT community offering and service".

## **Humanitarian Aid**

### **The FMH Medical Supplies Management Department**

The world witnessed an unexpected number of natural disasters in FY 10. Hurricanes, cyclones, tornados, devastating earthquakes, famine, disease and floods were found in virtually every continent of the globe. FMH physicians and nursing staff were quick to respond to the natural disasters no matter their severity or location.

The need for medical supplies was unprecedented in FY 10, and despite the difficult economic environment and the need to curb expense and manage the supply chain effectively, FMH stepped up to provide the supplies our teams needed as they journeyed across the globe to help others.

The following medical supplies were donated to relief efforts:

- 16 cases of used, clean linens for Dr. Razi's humanitarian trip to Pakistan
- 8 cases of used, clean linens for Dr. Haque's Pakistani relief efforts
- 4 cases of used, clean linen for Amvets
- 11 skids of medical supplies and IV fluids to Dr. Raza's mission to Pakistan
- 10 skids of medical supplies and IV fluids for Dr. Gough's trip to South America
- Medical supplies donated to the Boy Scouts of America

Over \$37,000 of supplies and medicines were donated in FY 2010.

### **The FMH Pharmacy & Care Coordination Department**

Combined with the emergency disasters around the world, the local economy adversely affected a number of Frederick County residents. Job loss and the loss of medical insurance left a number of our citizens in dire straights relative to receiving the healthcare and medications they needed to keep chronic disease in check.

The FMH Pharmacy in conjunction with the Care Coordination provided \$1,500 of medications to the disaster teams mentioned above, including antibiotics, ointments, creams, childrens' medications.

On the local scene, the FMH Pharmacy provided \$4,000 worth of medications to indigent patients or to patients who did not have the resources to pay for their medications.

The Care Coordination Department was instrumental in coordinating the dispensing of the medications to those unable to pay. They assisted the patients with the paper work necessary to apply for financial assistance and to access community resources available to help them.

## **Training & Organizational Development Department**

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

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

Given the shortage of both nursing and allied health professionals, many schools have looked to increase enrollment in these programs. Any increase in enrollment has meant the need for additional clinical placements. During FY10 FMH continued its partnership with the nuclear medicine course at Frederick Community College, helping in an advisory role and clinical rotation site. This course was started based upon the severe shortage of nuclear med technicians throughout the state of Maryland. FMH is proud to provide clinical placements for these students.

### **Community Benefit Services**

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

### **Outcomes Assessment**

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

### **Presentation Schedule**

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

### **Support of Frederick Community College (FCC)**

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

Finally, FMH also provides space and phone at no charge for a training lab valued at **\$1032.48** monthly and the phone service we provide is valued at \$60.40 per month = **\$13,114.56**

## **The total support of FCC comes to \$153,114.56**

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

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

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

## **Community Contributions**

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

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

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

Total Heartly House contributions = \$5,000

Another important cause to which FMH has provided support touches upon a topic that was identified in the 2007 Community Health Assessment as an area of growing concern relative to access to care and adequate number of physician/extender providers. The Mental Health Association's *Guide to Mental Health and Community Support Services* is a comprehensive referral resource that is used extensively throughout the region by physician office practices, fire and police departments and other community organizations seeking appropriate interventional resources.

Frederick County Mental Health Association contribution = \$2,500

Other community events to which the Healthcare System contributed:



• Asian Lunar New Year Diversity Event	\$1,000
• Indian Association of Frederick	\$ 300
• Community Foundation Golf Tournament	\$1,000
• Mental Hlth Ass. Of Frederick - Catoctin Affair	\$2,000
• Leadership Montgomery	\$ 300
• Mission of Mercy	\$ 500
• Frederick Marathon (In kind medical support services)	\$5,000
• Indian Association of Frederick	\$ 300
• The Great Frederick Fair, Community Tent	\$1,000
• YMCA Special Events	\$1,000
• YMCA Campaign for Kids Golf Tournament	\$ 600

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

- Asthma – Triggers and Response
- COPD Management
- Peripheral Artery Disease
- Is It the Flu or Just a Cold?
- Cold Weather and Your Heart
- Exercising in the Cold
- Bee Stings and Other Insect Bites
- Spring/Summer Allergies
- Sunburn: Signs, Symptoms and Care
- Dehydration

Investment in FY 10 = \$20,000.00

**Total contribution to Community Events = \$40,500.00**

## **Mission Driven Health Services**

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

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

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

- **Hospitalists**  
FMH Hospitalists are specialists trained in the care of hospitalized patients. They provide care to the patients of those physicians with whom they have established a relationship, and assume the medical management of the patient throughout the duration of their hospital stay. The hospitalists also provide care to those patients who do not have a primary care physician and/or are uninsured.
- **Surgicalists**  
FMH expanded its Hospitalist program by including two new in house programs: Surgicalists and Pediatric Hospitalists (see below). Surgicalists are surgeons who are in-house 24/7 and ensure that Frederick County residents received around-the-clock quality surgical care. Surgicalists not only provide better access to the highest quality surgical care, but are available to answer patients' questions about their surgical procedure.
- **Pediatric Hospitalists**  
FMH has expanded its service provision relative to our pediatric populations. A subset of our Hospitalist program are Pediatric Hospitalists, physicians who specialize in the medical management of the hospitalized pediatric patient. In addition, some of our Pediatric Hospitalists have advanced training in pediatric emergency services and provide care in our Pediatric Emergency Department that is co-located with our inpatient pediatric unit on the second floor of the hospital.
- **Intensivists**  
The FMH Intensivist program was initiated as an adjunct service for the expansion of the FMH Heart Service line. With the advent of the Interventional Cardiology Program, it was necessary to have 24/7 specialty care in the Intensive Care unit. Intensivists are physicians who have special training in critical care medicine. The specialty requires additional fellowship training for physicians who complete their primary residency training in internal medicine, anesthesiology, or surgery. Research has demonstrated that ICU care provided by intensivists produces better outcomes and more cost effective care.

- Obstetricians**  
 FMH’s recent designation as a Neonatal Intensive Care center has increased the number of high-risk pregnancies choosing to delivery in our BirthPlace. An increase in our demographic profile of those individuals less likely to have adequate – or any – prenatal care has also increased the probability that immediate/emergent obstetrical care be avialable. Our obstetric on-call schedule permits for that need 24/7.
- Emergency Physicians**  
 FMH’s Emergency Department is the third busiest ED in Maryland, registering over 65,000 annual patient visits. Because of the nature of our growing community, and the severity of the emergencies encountered, it is increasing necessary to provide around-the-clock physician specialty care. A variety of specialty and sub-specialty physicians are on call to provide the emergent care 24/7.
- Anesthesiologists**  
 In addition to the on-site, 24/7, OB anesthesiology coverage, FMH has a “first-call” anesthesiologist available to cover emergency cases should the in house anesthesiologist be occupied with another patient. The availability of an on-call anesthesiologist has decreased the time interval between diagnoses and surgical intervention, resulting in significantly better patient outcomes.
- Interventional Cardiologist**  
 FMH contracted a group of Interventional Cardiologist to provide 24-hour service for emergency angioplasty services. The Interventionalists are available 7-days a week and are serve as the Code Heart Team leaders when responding to an emergency situation.

### Community Benefits 2010

Community Health Services	\$1,730,641.00
Health Professions Education	\$115,628.00
Mission Driven Health Services	\$10,929,046.00
Financial Contributions	\$129,333.00
Charity Care	\$4,062,500.00
<b>Total</b>	<b>\$16,967,148.00</b>

## **APPENDIX 1**

### **Charity Care Policy Information to Patients**

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

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

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

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

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

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

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

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

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

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

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

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

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

## **Appendix 2 Charity Care Policy**

### **Payment Services for FMH Patients**

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

#### **Hospital Financial Assistance**

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

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

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

#### **Patient Rights**

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

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

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

#### **Patient Obligations**

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

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

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

#### **Physician Services**

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

## **Appendix 3**

### **Description of Mission/Vision/Value Statements**

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

#### **FMH Mission Statement**

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

#### **FMH Statement of Values**

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

#### **FMH Vision**

As powerful as our Mission and Values Statements are, it is our Vision Statement that most directly governs day-to-day operations, provision of care, and the personal comportment of employees and staff. **Superb Quality. Superb Service. All the Time.** These seven words are the ideals to which we aspire every single day. They guide our business practices, our interactions with our customers and visitors, the care delivered to every patient, and the degree of respect with which we treat one another.

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

# VISION

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**SUPERB QUALITY. SUPERB SERVICE.**

*All the time.*

# MISSION

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

# VALUES

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*We believe in.*

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