

I. GENERAL HOSPITAL DEMOGRAPHICS AND CHARACTERISTICS:

- The licensed bed designation of Mt Washington Pediatric Hospital (MWPB) is 102, which includes pediatric specialty, pediatric chronic illness, and neonatal transitional care. Inpatient admissions for FY 15 were 801 admissions.

Table I describes general characteristics of MWPB such as percentages of Medicaid recipients and uninsured persons delineated by primary service area zip code. The primary service areas listed below are ordered from largest to smallest number of discharges during the most recent 12-month period available (i.e. FY15), as defined by the Health Services Cost Review Commission (HSCRC). Medicaid patients accounted for 79.11% of the total MWPB admissions in FY15 and 5% of these Medicaid patients live in the 21215 zip code which is a target area of the hospital’s community benefit service area (CBSA). The socioeconomic criteria of this zip code will be discussed in greater detail in Table II.

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:
102 <u>Type</u> 86- Pediatric Specialty 16- CARF Accredited Rehabilitation <u>Location</u> 84- West Rogers (Baltimore) Campus 15- Prince George’s Hospital Center	830	21215	UMD	0%	79.11% of all Patients were Medicaid recipients Baltimore City 40% Baltimore County 29% Anne Arundel County 12% Prince Georges County 8.3% Harford County 6.1% Howard County 4.4% Montgomery County .2%
		21223	St. Joseph’s	Uninsured Patients	
		21213	Mercy		
		21217	Johns Hopkins		
		21206	St. Agnes		
		21061	Union Memorial		
		21218	UMD Midtown		
		21222	Northwest		
		21136	GBMC		
		21224	Kennedy Krieger		
		21207	Prince Georges Community Hospital		
		21244	Sinai		
21040					

2. Community Description:

- a. MWPH located in the northwest quadrant of Baltimore City, serving both its immediate neighbors and others from throughout Baltimore City, County and several other counties in the region. The neighborhoods surrounding MWPH are identified by the Baltimore Neighborhood Indicators Alliance (BNIA) as Southern Park Heights (SPH) and

Pimlico/Arlington/Hiltop (PAH)¹. The primary service area zip codes does not necessarily determine eligibility for community benefit services, because we are specialty pediatric facility, our patients residence span the state of Maryland and many from out of state. MWPH determined that the specific zip codes of 21215 & 21216 define the hospital's Community Benefit Service Area (CBSA) and constitute an area that is predominantly African American with below average median family income, but above average rates for unemployment, and other social determinants of poor health.

Relying on data from the 2009 American Community Survey², SPH's median household income was \$27,365 and PAH's median household was \$29,031. This is compared to Baltimore City's median household income of \$37,395 in 2009. The percentage of families had incomes below the federal poverty guidelines³ in SPH was 25.9% ; in PAH, 21.3% of rates for SPH and PAH, were 17.5% and 17.0% respectively while the Baltimore City unemployment rate recorded in 2010 was 10.9%.⁴

The racial composition and income distribution of the zip codes described below reflect the segregation and income disparity characteristic of the Baltimore metropolitan region. As indicated above, those zip codes that have a predominantly African American population, including 21215, reflect the racial segregation and poverty representative of Baltimore City. This is in contrast to neighboring Baltimore County zip codes (21208 & 21209) in which the hospital is located, the median household income is much higher, and in which the population is predominately white.

The Baltimore City Health Department uses the Community Statistical Areas (CSA) when analyzing health outcomes and risk factors. The CSAs represent clusters of neighborhoods based on census tract data rather than zip code and were developed by Baltimore City Planning Department based on recognizable city neighborhood perimeters. In the chart below, we represent the community benefit activities at MWPH. One zip code (21207) spans city and county lines (see footnote below chart). Baltimore County does not provide CSAs

Table II

<i>Community Benefit Service Area(CBSA)⁵ Target Population (by sex, race, ethnicity, and average age)</i>	
CBSA Zip Codes	21215 21216 21217 21207* 21209 ⁶
Total Population within the CBSA	174,918

Sex	<i>Male</i>		79,019
	<i>Female</i>		95,899
Age	<i>0-14 yrs.</i>	35,022	20.0%
	<i>15-17yrs.</i>	7,589	4.3%
	<i>18-24yrs.</i>	18,512	10.6%
	<i>25-34yrs.</i>	27,821	15.9%
	<i>35-54yrs.</i>	42,914	24.5%
	<i>55-64yrs.</i>	19,588	11.2%
Race/Ethnicity	<i>65+yrs.</i>	23,472	13.4%
	<i>White Non-Hispanic</i>	16,723	9.6%
	<i>Black Non-Hispanic</i>	149,382	85.4%
	<i>Hispanic</i>	4,053	2.3%
	<i>Asian and Pacific Islander non-Hispanic</i>	1,549	0.9%
	<i>All others</i>	3,211	1.8%

**CBSA Community Characteristics
Socioeconomic**

Baltimore City Neighborhood	Zip Code	Median Household Income	% of households with incomes below federal poverty	Unemployment
<i>Baltimore City</i>		\$37,395	15.2%	11.1%
Pimlico/Arlington/Hilltop	21215	\$29,031	21.3%	17.0%
Southern Park Heights	21215	\$27,635	25.9%	17.5%
Howard Park/West Arlington	21207	\$36,622	15.2%	11.2%
Dorchester/Ashburton	21216	\$39,533	11.8%	11.2%
Greater Mondawmin	21216	\$34,438	12.2%	10.2%
Penn North/ Reservoir Hill	21217	\$30,597	16.5%	19.0%

(Table II Cont.) Education

Baltimore City Neighborhood	Zip Code	% of Kindergartners "ready to learn"	% of High School Students missing 20+ days	% of residents with a high school diploma or less
<i>Baltimore City</i>		65.0%	39.2%	52.6%

¹ Baltimore Neighborhood Indicators Alliance (BNIA), 2011

² American Community Survey, 2009

³ Baltimore City Health Department, Neighborhood Health Profiles, 2011

⁴ American Community Survey (ACS), 2010

⁵ Baltimore Neighborhood Health Profiles 2011

⁶21207 & 21209 span city/county lines; however, MWPH community benefit activities primarily serve the city-portion of the zip code. The Howard Park/West Arlington is the Baltimore City portion of the 21207 CBSA, this data is included in Table II.

Pimlico/Arlington/Hilltop	21215	76.8%	46.8%	69.5%
Southern Park Heights	21215	46.4%	47.8%	69.6%
Howard Park/West Arlington	21207	65.8%	38.6%	51.9%
Dorchester/Ashburton	21216	51.0%	36.0%	47.7%
Greater Mondawmin	21216	65.9%	39.4%	61.4%
Penn North/ Reservoir Hill	21217	60.1%	47.8%	56.9%
Access to Healthy Foods				
Baltimore City Neighborhood	Zip Code	Corner Store Density (# of corner stores per 10,000 residents)		Carryout Density (# of carryouts per 10,000 residents)
<i>Baltimore City</i>		9.0		12.7
Pimlico/Arlington/Hilltop	21215	12.7		18.6
Southern Park Heights	21215	6.0		7.5
Howard Park/West Arlington	21207	61.8		9.2
Dorchester/Ashburton	21216	5.1		6.8
Greater Mondawmin	21216	10.7		11.8
Penn North/ Reservoir Hill	21217	9.3		9.3
Housing				
Baltimore City Neighborhood	Zip Code	Vacant Building Density (# vacant buildings/10,000 units)	Energy Cut-off rate (#of energy cut-offs/10,000 residents)	Lead Paint Violation Rate (# of violations per year/10,000 residents)
<i>Baltimore City</i>		567.2	39.1	11.8
Pimlico/Arlington/Hilltop	21215	918.7	73.2	17.7
Southern Park Heights	21215	1202.9	72.6	20.9
Howard Park/West Arlington	21207	128.2	61.9	9.3
Dorchester/Ashburton	21216	210.5	62.3	62.3
Greater Mondawmin	21216	844.9	62.6	23.3
Penn North/ Reservoir Hill	21217	935.0	44.4	29.0
(Table II Cont.) Community Built and Social Environment				
Baltimore City Neighborhood	Zip Code	Alcohol Store Density Rate (# stores/10,000 residents)	Homicide Incidence Rate (#homicides/10,000 residents)	Domestic Violence Rate (# reported incidents/10,000 residents)
<i>Baltimore City</i>		4.6	20.9	40.6

Pimlico/Arlington/ Hilltop	21215	5.9	27.9	51.8
Southern Park Heights	21215	4.5	43.7	54.1
Howard Park/West Arlington	21207	0.9	15.6	34.7
Dorchester/ Ashburton	21216	2.5	15.3	44.1
Greater Mondawmin	21216	5.4	31.1	52.8
Penn North/ Reservoir Hill	21217	2.1	27.9	49.6
Life Expectancy & Mortality				
Baltimore City Neighborhood	Zip Code	Life Expectancy at birth (in years)		Age-adjusted mortality (deaths per 10,000 residents)
<i>Baltimore City</i>		71.8		110.4
Pimlico/Arlington/ Hilltop	21215	66.8		135.3
Southern Park Heights	21215	66.7		135.3
Howard Park/West Arlington	21207	72.9		98.7
Dorchester/ Ashburton	21216	72.4		109.1
Greater Mondawmin	21216	69.6		116.2
Penn North/ Reservoir Hill	21217	68.1		137.1
Percentage of Uninsured people by County within the CBSA (Baltimore City)				
Health Insurance Coverage	Estimate	Margin of Error (+/-)	Percent	Margin of Error (+/-)
Civilian Noninstitutionalized Population	712,999	10,422	712,999	(X)
With health insurance coverage	646,300	10,414	90.6%	0.8
With private health insurance coverage	564,262	11,439	79.1%	1.2
With public health coverage	186,337	7,005	26.1%	1
No health insurance coverage	66,699	6,013	9.4%	0.8
Civilian Noninstitutionalized Population Under 18 years	167,033	4,756	167,033	(X)
Life Expectancy, Infant Deaths, Low Birth Weights, Sudden Infant Death, Child Maltreatment, by County within the CBSA (Baltimore City⁷)				

⁷ Maryland Health Improvement Process 2012

*Asian Pacific Islander

Measure Description	Baltimore City Baseline	Baltimore City Update	Maryland Update	Race/Ethnicity City Update	Race/Ethnicity State Update
<i>Life Expectancy</i> (at birth)	72.9	73.3	79.3	Black-- 71.5 White-- 76.5	Black-- 76.4 White-- 80.2
<i>Infant Mortality</i> (per 1,000 births)	12.3	12.2	6.7	Black-- 15.8 Non-Hispanic (NH) White-- 5.3	Black-- 11.8 Hispanic-- 4.1 NH White-- 4.2
<i>Low Birth Weight</i> (percentage)	12.3%	12.5%	8.8%	API-- 8.9%* Black-- 14.8% Hispanic-- 6.4% White-- 8.0%	API-- 8.9% Black-- 12.1% Hispanic-- 7.0% NH White-- 6.9%
<i>Sudden Infant Death Syndrome</i> (per 1,000 births)	2.07	2.10	0.93	***	NH Black-- 1.68 NH White-- 0.69
<i>Child Maltreatment</i> (per 1,000 children <18 yrs. With cases reported to social services)	13.8	13.8	5.3	N/A	4.8

The presence of health disparities is a major key factor in determining who the target population for our CBSA is and how MWPH might serve it best as a pediatric specialty hospital. Unlike most other hospitals that share one or more of our primary service area zip codes and because of the specialty services we provide, our patients come to us from all over the state of Maryland and Pennsylvania. MWPH is also located in the 21209 zip code which is one of the most wealthy and healthy neighborhoods in the city of Baltimore. Interestingly enough, MWPH is within walking distance from the 21215 zip code and Pimlico/Arlington /Hilltop neighborhood which as the aforementioned data demonstrates has several health disparities, poverty, and vulnerable populations.

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

MWPH ~~completed its second~~ ~~reduced its~~ Community Health Needs Assessment in conjunction with other University of Maryland Medical Systems hospitals in June 201~~2~~5. It is available for viewing at this link:

Provide date here. 06/28/15 (mm/dd/yy)

If you answered yes to this question, provide a link to the document here.

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<http://www.mwph.org/about/community-advocacy>

2. Has your hospital adopted an implementation strategy that conforms to the definition detailed on page 3?

Yes Enter date approved by governing body here: 06/28/15; updated 11/07/16
 No

The MWPH implementation strategy is at the end of the CHNA document and can be viewed using the same link

<http://www.mwph.org/about/community-advocacy>

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

In 2010, MWPH developed the Community Advocacy & Injury Prevention Program which included a FTE whose primary responsibility includes the operation, administration, reporting, record-keeping, and overall management of all community benefit activity and initiatives. This individual developed a 3 year strategic plan to guide their work. One of the 3 goals was to develop strong partnerships, build upon community awareness of the hospital's services, and capitalize upon existing community relationships to further the hospital's mission as it relates to eliminating health disparities. In addition, the plan cites a need for infrastructure for community benefit resource distribution, which will ensure that identified needs are matched with appropriate community benefit programming and that resources are leveraged and honed to strengthen community impact in areas of need.

- 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

CEO (Sheldon Stein, CEO, President of Mt Washington Pediatric Hospital)
acts as a liaison to governing bodies, both foundation and hospital boards

CFO (Mary Miller, CFO, Vice President of Finance & Business Development)
fiscal oversight and management.

Other

Vice President Development & External Relations Tom Paullin-identifies external, private, and public resources to promote sustainability of community benefit programs

Vice President Outpatient Services Justina Starobin- provides data and resources to ensure that community benefit programming meets the needs of our patients/community

Vice President of Human Resources Tom Ellis- assist with managing community benefit programming human resources ensuring that participants meet human resource guidelines.

Jeneba Fofana Fiscal Analyst- primary fiscal resource for community benefit financial reporting

Senior Leadership works very closely with the Community Advocacy Manager at all levels of the Community Benefit Operations, Community Benefit Reporting Process, and Community Health Needs Assessment.

All of the aforementioned participate in focus groups during the Community Health Needs Assessment process, as well as volunteering their time at various outreach events to the community. Our VP of Human Resources advocated for proper reimbursement of staff who participated in weekend and night activities outside of standard business hours

ii. Clinical Leadership

Physician (Vice President of Medical Affairs Dr. Richard Katz)

Nurse (Director of Nursing Education Sharon Meadows, Chief Nurse Executive Jenny Bowie, Nurse Educator Linda Morrison)

Social Worker (Denise Pudinski, Lois Bowers, Tamara Aviles)

Other (Susan Dubroff, Director Rehab Services, Child Life Specialists, Weigh Smart Program Manager, Angie Wenman Volunteer Coord., Michelle Hanover Patient & Family Liaison)

Clinical Leadership participates in the MWPH Community Advocacy Coalition to ensure that the program stays on target with regards to implementation and strategy of Community Benefit Programming. They are also the facilitators of many of the Community Benefit Programs and Services at MWPH.

iii. Population Health Leadership and Staff/Community Benefit Operations:

1. Department

Melissa S. Beasley (Community Advocacy & Injury Prevention Manager)

Michelle Hanover (Patient Family Liaison)

Kyra Crafton (Community Advocacy Program Assistant)

Community Advocacy Manager is responsible for the overall reporting, operations, and implementation at MWPH. Provides necessary training on CBISA, the community benefit monitoring software, completes the CHNA to identify needs of the community and then creates strategic impactful programming to rectify to problems.

Patient Family Liaison, trained as a Clinical social workers acts as the eyes and ears of patients we serve, effectively communicates their needs to other staff and then facilitates many of those programs to meet their needs.

Community Advocacy Program Assistant acts as a community benefit reporting coordinator, collecting data throughout the year and monitoring

expenditures. Also provides education and outreach as needed (this is part time employee)

2. X Committees

MWPH is an active participant in many committees and coalitions that support vast benefits initiatives throughout the city of Baltimore. This includes but is not limited to:

UMMS Community Benefits Team- This group meets bi-weekly to plan major Community Benefit Activities in the West Baltimore City neighborhoods.

Members include:

- Donna L. Jacobs, Senior Vice President Government and Regulatory Affairs [and Community Health](#), UMMS
- Mary Jo Adams, Nurse Coordinator, St. Joseph Medical Center
- Kristen Artes Health Educator, St Joseph Medical Center
- Rhonda Boozer-Yearly, Community Health Educator, Baltimore City Cancer Program
- ~~Sharon Boston~~ [Karen Warmkessel](#), Media Relations Manager, UMMS
- Angela Ginn-Meadows, Education Coordinator, University of Maryland Midtown Campus
- ~~Cindy Kelleher~~ [Michelle Larsey](#), ~~Senior Director~~, UM Rehabilitation & Orthopaedics Institute
- ~~Denise Marino~~, ~~Director, Marketing & PR, University of Maryland Midtown Campus~~
- Mariellan Synan, Community Outreach Manager, UM Medical Center
- Anne D. Williams, DNP, RN, ~~Senior Manager~~ [Director](#), Community Empowerment & Health Education, UMMC
- Jo-Ann Williams, Manager, Career Development Programs

UMMS Community Needs Assessment Team- This group meets quarterly to collaborate and identify best practices in Community Benefit programming and implementation. Members include a representative of each of the University of Maryland Medical System hospitals who have the primary responsibility of administration in community benefits.

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

Spreadsheet	<u> X </u>	yes	_____	no
Narrative	<u> X </u>	yes	_____	no

Because we are a part of the University of Maryland Medical System (UMMS) an internal audit is completed by Donna Jacobs, Senior Vice President Government, Regulatory [Affairs](#) and Community Health.

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

Spreadsheet yes no
 Narrative yes no

If you answered no to this question, please explain why.

IV. COMMUNITY BENEFIT EXTERNAL COLLABORATION

- a.) Other hospital organizations (co-affiliated with University of Maryland Medical System Hospital and Johns Hopkins Medicine)
- b.) Local Health Department (Baltimore City Department of Health, several offices at the state level (Department of Mental Health and Hygiene)
- c.) Local Health Improvement Coalitions (Baltimore City)
- d.) Schools (Arlington Elementary Middle, Mt.Washington School, Rosemount Elementary, Medfield Heights Elementary to name a few)
- e.) Behavioral Health Organizations (Family Tree, Autism Speaks)
- f.) Faith Based Community Organizations
- g.) Social Service organizations.

Organization	Name of Collaborator	Title	Collaboration Description
University of MD Medical Systems	Anne Williams	Director, Community Health Improvement	CHNA Surveys/Focus Groups/ Outreach Activities
Park Heights Renaissance Baltimore City Public Schools	Jimmy Mitchell	Community Coordinator Arlington Elementary Middle	Focus Groups/ Healthy Living Academy/ Success For All Program/ Violence-Prevention Youth Program
B'more for Healthy Babies	Stacey Stephens	Director	Safety Baby Showers/ Focus Groups/ Pass It On Initiatives
University of MD	Renee Fox, M.D., retired physician	Board Member	CHNA Focus Group, Implementation and Strategy Planning
MWPH Foundation Board	Kevin Hollins, MD	Board Member	MWPH Community Advocacy Coalition
Safe Kids Baltimore	Karen Hardingham	Coordinator	Injury Prevention Initiatives
Traumatic Brain Injury Society	Susan Dubroff	Advisor	Injury Prevention Initiatives

- c. Is there a member of the hospital organization that is co-chairing the Local Health Improvement Coalition (LHIC) in the jurisdictions where the hospital organization is targeting community benefit dollars? yes no
- d. Is there a member of the hospital organization that attends or is a member of the LHIC in the jurisdictions where the hospital organization is targeting community benefit dollars?

yes

no

V. HOSPITAL COMMUNITY BENEFIT PROGRAM AND INITIATIVES

This Information should come from the implementation strategy developed through the CHNA process.

1. Please see Table III

Table III

Identified Need	<p><u>Encourage safe physical environments for children</u></p> <p>During the CHNA conducted in FY15, Mt Washington Pediatric Hospital (MWPH) met with community partners to determine that community health problems and were greatest issues concerning infant mortality. The number one killer of children in the United States and locally is preventable injuries. This includes substantially reducing child maltreatment by providing parents with proper techniques in behavior management.</p> <p>Baltimore City Data:</p> <ul style="list-style-type: none"> • The death rate from unintentional injuries declined by 60% from 1987 to 2012. • In 1987, 16,501 children ages 19 and under died from unintentional injuries, and the death rate was 23.39 per 100,000 children. • In 2013, 7,645 children ages 19 and under died from unintentional injuries, and the death rate was 9.3 per 100,000 children. • The number of unintentional injury deaths fell by 53.7% during this time period. • The five leading causes and number of unintentional injury-related deaths, by age group, United States, 2013 <p><u>Reduce the percentage of births that are low birth-weight in West Baltimore</u></p> <p>During the CHNA conducted in FY15, another need that was identified for the same population was reducing low-birth weight babies in Baltimore. By extending the Safety Baby Shower to expecting moms in the Belly Buddies program of Healthy Start MWPH was able to provide education and materials to provide support to expecting mothers who met the demographic.</p> <p>Baltimore City Data:</p> <ul style="list-style-type: none"> • In 2015, a total of 73 infants died, resulting in an infant mortality rate of 8.4 infant deaths per 1,000 live births • Sleep-related infant deaths in Baltimore City have decreased by more than 50% since 2009 (from 27 deaths in 2009 to 13 deaths in 2015), which has greatly contributed to the decrease in the IMR • In 2015, a black infant was almost 2 times more likely to die than a white infant, resulting in 23 excess black infant deaths* • In 2015, Baltimore City's infant mortality rate was 1.3 times greater than Maryland's rate, resulting in 15 excess infant deaths*
Hospital Initiative	<p><u>Initiative:</u> Safety Baby Showers. MWPH decided to support evidenced-based Innovative Pre-natal programs that reduce LBW in West Baltimore Communities by utilizing an injury prevention based curriculum</p>
Primary Objectives	<p>1) Provide safety baby showers to women and/or their families to educate them about injury prevention topics such as choking, poisoning, child passenger safety, burning/scalding, infant sleep safety and falls and other residential injuries.</p> <p>a) <u>Description:</u> Safety Baby Showers are monthly at MWPH on the 3rd Thursday of every month. Consistency in scheduling promoted increased participation and engagement. Because we are a specialty facility many patients are in the hospital for many months at a time, they would often attend more than one shower but bring another family member with them that had not attended because they wanted</p>

	<p>to make sure that everyone who that came in contact with the child had proper training in preventing injuries.</p> <p>b) <u>Metrics</u>: Attendance sheet/Pre and Post Test.</p> <p>2) Provide materials on proper nutrition, physical activity, and stress management to encourage healthy full-term pregnancies</p> <p>a) <u>Description</u>: Baby's 1st Year is a health literacy program that helps pregnant moms read, understand, and act upon pregnancy information.</p> <p>b) <u>Metrics</u>: The program has the following goals:</p> <p>c) Provide comprehensive and easy-to-read prenatal materials that are not only beautiful but also serve as a catalyst for learning and family literacy.</p> <p>d) Empower underserved parents to be active participants and effectively navigate the healthcare system, advocating on their own behalf and on behalf of their children and families.</p> <p>e) Teach healthcare providers to think about health literacy and cultural competency with their patients, integrating tools into daily practice to improve patient communication and compliance.</p> <p>f) Build community initiatives so families receive consistent, comprehensive, integrated, prenatal care information.</p>
	<p>3) Provide talks on behavior management, medication administration, lead poisoning safety, appropriate toys/play, baby signing, and a resource guide to parents of free resources in the community to provide parents with skills and tools required to be better and more engaged parents</p> <p>a) <u>Description</u>: During the Safety Baby Shower supplemental information is provided by clinical staff such as nurses, child life specialists, rehabilitation therapists, and outside community agency partners to provide parents with as many of the tools as possible to get them on the right foot for being well informed and safer parents.</p> <p>b) <u>Metrics</u>: In order to properly discharge a patient, clinical staff must provide training on safe sleep, medication administration, developmentally appropriate play and toys, child passenger safety among other topics. Many clinical staff felt that the training is often rushed and that parents weren't retaining the information as well as they would like. The Safety Baby Shower gives the parent more time with clinical staff and an opportunity to "teach back" what was learned. After completing assignment, that staff signs off on the training and it is recorded as completed training in the Meditech system for documentation. This has assisted with nursing staff feeling less overwhelmed on the unit as well.</p>
<p>Single or Multi-Year Initiative Time Period</p>	<p>Multi-Year – MWPH is looking at data over the three year cycle that is consistent with the CHNA cycle. Updates per Implementation Plan metric for each Fiscal Year are provided in the HSCRC Report and to the IRS.</p>

Key Partners in Development and/or Implementation	B'More Healthy Babies, Baltimore Healthy Start Programs, St. Vincent De Paul, Catholic Charities and the Central Y of MD Head Start programs.
How were the outcomes evaluated?	The outcomes were evaluated based on the metrics discussed in the "Primary Objectives" section above.
Outcomes (Include process and impact measures)	<p><u>Objective 1-3:</u> Provide talks on behavior management, medication administration, lead poisoning safety, appropriate toys/play, baby signing, and a resource guide to parents of free resources in the community to provide parents with skills and tools required to be better and more engaged parents</p> <p><u>Metric:</u> Participants took Pre and Post test that focused on various injury prevention topics which also included safe sleep and shaken baby syndrome. The B'More Healthy program provided parents with a 15 min. video about sleep safety and a talk about nutrition physical activity and stress management.</p> <ul style="list-style-type: none"> • <u>Outcomes</u> A total of eighteen 2-hour talks were conducted with a total of 356 participants. • On the pre-talk test, 197 of the participants answered at least one of the 12 questions wrong. 116 of the participants answered enough questions correctly to earn a passing score on the post-talk survey. Forty-three (43) of the participants answered four or fewer questions correctly. • On the post-talk test 343 of the participants answered all 12 questions correctly and 13 participants answered 11 of 12 correctly All participants earned a passing score on the post test. • Safety Baskets were provided with prevention materials (latches, bath hot water thermometers, poisoning control magnets) and educational materials on how to safety proof home provided to 326 participants **please note ALL family members are encouraged to attend, many just come for education and not a gift. i.e. grandparents, spouses, siblings)
Continuation of Initiative	Yes. This program is one of the very well-received programs at MWPH. Both community partners and parents have requested the program to expand and we are consistently looking for additional financial support to increase the outreach of the program.

A. Total Cost of Initiative for Current Fiscal Year	A.\$20,000	B. \$10,000
B. What amount is Restricted Grants/Direct offsetting revenue		

Identified Need	<p><u>Reduce the proportion of youth who are obese and thus increase the proportion of adults who are at a healthy weight</u></p> <p>During the CHNA conducted in FY15, Mt Washington Pediatric Hospital (MWPB) met with community partners to determine that community health problems and were greatest poor health outcomes locally and nationally. Obesity, as well as the co-morbidities of obesity (diabetes, hypertension, cardiovascular disease, high cholesterol) continue to cause health disparities in the MWPB community benefit service area (CBSA) as well as nationally and locally</p> <p>Baltimore City Data: Long-Term Goals: Healthy People 2020 NWS 9 (LHI)– Reduce the proportion of adults who are obese Healthy People 2020 NWS 10 (LHI) - Reduce the proportion of children and adolescents who are obese Healthy People 2020 NWS 14 & 15 – Increase the variety & contribution of fruits & vegetables to the diets of the population aged 2 yrs and older Healthy People 2020 PA 2.4 – Increase the proportion of adults who meet the objectives for aerobic physical activity and for muscle- strengthening activity 1) Maryland SHIP # 30 – Increase the proportion of adults who are at a healthy weight (Balto City Baseline: 33.1% » 2017MD Target: 35.7%) 2) Maryland SHIP #31 – Reduce the proportion of youth (ages 12-19) who are obese (Balto City Baseline: 17.4% » 2017 MD Target: 11.3%) 3) Maryland SHIP #25 – Reduce deaths from heart disease (Deaths/100,000 age-adjusted) (Balto City Baseline: 259.7 » 173.4) 4) Maryland SHIP #27 – Reduce diabetes-related emergency department visits (Balto City Baseline: 823.7 » 2017 MD Target: 330.0) who met the demographic.</p>
Hospital Initiative	<p><u>Initiative:</u> Weigh Smart/Weigh Smart Jr. and Healthy Living Academy. Educate & engage community on the importance of daily physical activity guidelines using evidence- based research & programs</p>

Primary Objectives	<ol style="list-style-type: none"> 1) Investigating diet quality before and after participation in a pediatric weight management program. 2) Identifying poor diet quality that is associated with obesity such as inadequate fruit and vegetable intake, excessive sugar-sweetened beverages (SSB) and fast food intake. 3) Provide an inter-professional psycho-educational weight management program involving medicine, nutrition, physical therapy, and psychology 4) Establish a coordinated holistic approach to management of diagnoses that have a nutritional component. 5) Engage targeted communities on healthy lifestyles: <ul style="list-style-type: none"> - Sponsor community meetings - Advocacy - Food Label Sessions - Cooking Demos/Tastings 6) Develop & distribute healthy food information at various health fairs.
Single or Multi-Year Initiative Time Period	Multi-Year – MWPH is looking at data over the three year cycle that is consistent with the CHNA cycle. Updates per Implementation Plan metric for each Fiscal Year are provided in the HSCRC Report and to the IRS.
Key Partners in Development and/or Implementation	YWCA Baltimore, The League for People with Disabilities, Mt Washington School, Arlington Elementary Middle School
How were the outcomes evaluated?	The outcomes were evaluated based on the metrics discussed in the “Primary Objectives” section above.
Outcomes (Include process and impact measures)	<p><u>Objective 1-3:</u> Provide talks on behavior management, medication administration, lead poisoning safety, appropriate toys/play, baby signing, and a resource guide to parents of free resources in the community to provide parents with skills and tools required to be better and more engaged parents</p> <p><u>Metric:</u> Children’s Dietary Questionnaire (CDQ) was administered to caregivers of patients ages 2-17 years during initial consultation.</p> <p>Change in body composition- weight, height, BMI, body fatness. Change in quality of life by parent and child self report, change in dietary quality, change in behaviors by child and parent report</p> <ul style="list-style-type: none"> • <u>Outcomes</u> A total of 3753 participants, 78% show decreased Body Mass Index z score at 1 yr 21% ↓ mean insulin levels 4% ↓ mean cholesterol level 14% ↓ mean triglyceride level • Diet changes French fries • ↓ from 1.06 to 0.49 (p=0.023) over last 7 days Fast food ↓ from 1.55 to 0.75 (p=0.000) over last 7 days Fruit juice/fruit drink ↓ from 2.15 to 1.53 (p=0.021) in the past 24 hours Soft drink/sweet tea/koolaid/lemonade (not diet) ↓ 1.77 to 1.23 per wk (p=0.073) Potato chips, other chips (e.g. Fritos, Doritos) or crackers ↓ 1.49 to 1.05 per wk (p=0.096) Ice-cream/Popsicles ↓ 1.14 to 0.69 per wk (p=0.069) • Also statistically significant improvements in quality of life measurements.

- Attended 56 health fairs and distributed materials as well as provided demonstration of proper food portions with food models.

HEALTHY LIVING ACADEMY

Mt. Washington Pediatric Hospital Healthy Living Academy (HLA), a wellness program for children enrolled in kindergarten through grade three at the Mt Washington School (MWS) and Arlington Elementary Middle School (AEMS). HLA utilizes a health curriculum called the OrganWise Guys (OWG) which uses characters shaped like organs of the body to teach that lifestyle choices can have either a positive or negative effect on the body. The goals of the project are 1) to increase healthy behaviors in enrolled children and therefore decrease the risk of developing obesity and associated illnesses, and 2) to increase visibility of MWPH in the community.

HLA sessions included **267** students in ten classes of kindergarten through third grade students. Classes were taught by the psychologist, psychology post doctoral student, physical therapy assistant, and dietitian who work within MWPH's Weigh Smart® program.

The program also utilized Yuba, the hospital's therapy dog, during sessions. Materials including folders, pedometers, water bottles and healthy snacks were provided to the children. Feedback from school administration and teachers was very positive, and the children were very excited to see MWPH staff return this year. Comparison of scores for a pre/post test administered showed an average 11 percent increase on test scores.

JUMPSTART

In 2015, the groundbreaking Weigh Smart® program at Mt. Washington Pediatric Hospital, Clinicians added a new program designed to get severely obese children and their families in for treatment as quickly as possible.

The Weigh Smart® Jump Start program lasts for 4-weeks and offers both educational and group exercise sessions for children and their families. The goal of Jump Start is to get families in quickly for that initial education that is so important, and then offer additional services tailored to each family's individual needs. Under Jump Start, after their initial assessment, the patient can join the next Jump Start class, instead of waiting perhaps several weeks for the next group session.

In 2009, MWPH added Weigh Smart® Jr., a program targeting children in the two to seven-year-old range, when clinicians noticed younger siblings of patients with obesity were also overweight or obese.

The typical Weigh Smart Jr. patient who now comes to us is 5 years old and weighs about 100 lbs., according to Michelle Demeule-Hayes, Weigh Smart® Program Director. "We need to treat children earlier than ever before."

Mt. Washington Pediatric Hospital is one of 118 children's hospitals in the U.S. that contributed to a recent Children's Hospital Association report on the evolving field of obesity treatment in children's hospitals. The report, "2013 Survey Findings of Children's

	<p>Hospitals Obesity Services," outlines why such programs are critical for tackling the nationwide health epidemic.</p> <p>In Baltimore City, the problem is widespread. The City Health Department released statistics on a random sample of 2,143 students assessed for BMI by BCHD School Health staff-- more than a quarter (26%) of the children in the study were considered obese. Furthermore, for Pre-K and K students, the rates were significantly higher for obesity than for all other grades (31%).</p> <p>Nationwide, more than one-third of children are overweight or obese, making it the most widespread public health issue facing children. Over the last 30 years, obesity rates have more than doubled in young children and quadrupled in teens. Childhood obesity was been identified as an issue of community need in the hospital's most recent community health needs assessment.</p> <p>In 2005, Mt. Washington Pediatric Hospital started one of the earliest programs with a comprehensive approach that also addressed the psychological components involved in being a child with a weight issue.</p> <p>Through Weigh Smart®, Weigh Smart® Jr., Jump Start and the Adolescent Bariatric Surgery Evaluation and Management program that partners with Johns Hopkins Bayview Medical Center, MWPH is working to meet the growing health needs of our community and to improve the current and future health of our children.</p> <p>In fiscal year 2016, MWPH clinical staff evaluated 134 new patients. The evaluation is a comprehensive, 90 minute visit which includes a thorough assessment by the team. Staff saw 133 patients for follow up this fiscal year for a total of 267 annual visits.</p>		
Continuation of Initiative	Yes. This program is one of the very well-received programs at MWPH. Both community partners and parents have requested the program to expand and we are consistently looking for additional financial support to increase the outreach of the program.		
C. Total Cost of Initiative for Current Fiscal Year D. What amount is Restricted Grants/Direct offsetting revenue	<table border="1" style="width: 100%;"> <tr> <td style="width: 50%;">A. \$949,260</td> <td style="width: 50%;">B. \$441,103</td> </tr> </table>	A. \$949,260	B. \$441,103
A. \$949,260	B. \$441,103		

Identified Need	<p>During the CHNA conducted in 2015, MWPH met with community partners to determine that community health problems and it was determined by both the Family Advisory Committee and many of our clinical and public health professionals, that a large portion of the patients that were receiving long term rehabilitative care were admitted due to preventable injuries . Through further exploration, it was determined that the number one killer of all children in the U.S. was preventable injuries as well.</p> <p>Baltimore City Data:</p> <ul style="list-style-type: none"> • Overview of Childhood Injury Morbidity and Mortality in the U.S. Fact Sheet (2015) Fatalities • The death rate from unintentional injuries declined by 60% from 1987 to 2012. • In 1987, 16,501 children ages 19 and under died from unintentional injuries, and the death rate was 23.39 per 100,000 children. • In 2013, 7,645 children ages 19 and under died from unintentional injuries, and the death rate was 9.3 per 100,000 children. • The number of unintentional injury deaths fell by 53.7% during this time period.1 The five leading causes and number of unintentional injury-related deaths, by age group, United States, 2013 Rank Age
Hospital Initiative	<p><u>Initiative:</u> Community Outreach and Advocacy Program to reduce the rate of recidivism due to child maltreatment</p>
Primary Objectives	<p>3) Provide talks on behavior management, appropriate toys/play, baby signing, and a resource guide to parents of free resources in the community to provide parents with skills and tools required to be better and more engaged parents</p> <p>c) <u>Description:</u> MWPH will focus on 3 strategies: 1) Offer pamphlets to patients at discharge, highlighting injury prevention methods from Safe Kids Worldwide, the Baltimore City Health Department and Johns Hopkins School of Public Health; 2) Provide the current Injury Prevention information on MWPH website and social media outlets; and 3) Emphasize utilization of tools provided in safety kits given at safety baby showers resources.</p> <p>d) <u>Metrics:</u></p> <ul style="list-style-type: none"> • <i>Strategy 1:</i> Community Advocacy Manager and/or Program Assistant will track the # of pamphlets distributed each Fiscal Year. • <i>Strategy 2:</i> MWPH Parent Education Task Force will evaluate all materials for literacy and efficacy and the ensure that resources webpage is user-friendly on MWPH's website and tack # of users per Fiscal Year. • <i>Strategy 3:</i> Community Benefits will track # of referrals made to Safety Baskets given in the hospital and in the community. • <p>4) Educate community youth in Northwest Baltimore zip code 21215 on the importance of violence prevention.</p> <p>5) Provide anti-bullying talks twice a month as a community benefit. Print resource guide.</p>

	<ul style="list-style-type: none"> 6) Present Healthy Self Image Curriculum to program at Baltimore City middle and high schools that is focused of positive self esteem and identifying bullying behaviors 7) Attend community events.
Outcomes	Partnership was established with the schools in the 21215 & 21216 zip codes (Arlington Elementary, Rosemont, Windsor Hill, and Grove Park). Each school was requested to select 10 students who excelled academically and would be willing to meet twice a month to provide in put in the Healthy Self Image Curriculum and to start an Anti-Bullying group at their schools. Community Outreach Coordinator acted as a facilitator and then provided a summary of the information to the Education Team. Currently there are 25 active participants. 200 copies of materials distributed and a little 40 events attended
Single or Multi-Year Initiative Time Period	Multi-Year – MWPH is looking at data over the three year cycle that is consistent with the CHNA cycle. Updates per Implementation Plan metric for each Fiscal Year are provided in the HSCRC Report and to the IRS.
Key Partners in Development and/or Implementation	Medfield Heights Elementary School, Arlington Elementary School, Recreational Therapy, Rehabilitation Therapy, Psychology and Community Advocacy
How were the outcomes evaluated?	<p>The MWPH Education Team developed materials for the resource guide. The inter-professional group of educators, clinicians, and administrators met to ensure that the materials were appropriate and met literacy standards</p> <p>Edit and evaluate after 6 months to ensure accuracy.</p>

Identified Need	<p>Increase the number of minority allied health care professionals (specifically pediatric nurses). When comparing measures of income, employment, poverty, housing, incarceration and overall health, the city's black residents are living in a very different city than their wealthier white neighbors. Just over 63% of Baltimore's population is black and here are some of the stunning disparities they face.</p> <p>Baltimore is located in the richest state in the country, Maryland, which makes comparing the incomes of blacks in Baltimore to the median income of the state overall particularly stark, with an almost \$40,000 a year a difference in earnings. But even if you compare the incomes of blacks versus whites living within the city of Baltimore, a large chasm still exists. White residents in the city make almost twice as much as black residents.</p> <p>The gross disparity in income has a lot to do with jobs. Decades of decline in the manufacturing and shipping industries and a shrinking population have left large sections of the city in economic despair. Meanwhile, there's been an influx of jobs in fields that are seeking white collar, college-educated workers, such as cyber security, life sciences and information technology.</p> <p>For young black men between the ages of 20 and 24, the unemployment rate was an astounding 37% in 2013, according to the most recent data available from the U.S. Census Bureau. That's compared with 10% for white men of the same age. Even though hiring has picked up in Baltimore since 2013, the trend continues. And overall, unemployment is still much higher in Baltimore than it is nationwide. To address the disparity in workforce development, CAMP NOAH was created. A program structured to give inner city Baltimore Students an opportunity to learn of the health professions available in a pediatric specialty hospital setting.</p>
Hospital Initiative	CAMP NOAH (Nursing and Other Allied Health Sciences)
Primary Objectives	<p>CAMP NOAH to spark interest in nursing and Allied Health in the high school students of Baltimore City.</p> <p><u>Description:</u></p> <ul style="list-style-type: none"> a) Increase the number of college graduates from Northwest Baltimore City who enter into professions in Nursing or other Allied Health Sciences. b) Increase potential career opportunities for underserved residents of Northwest Baltimore. c) Provide training, coaching and employment for program participants d) Provide participants with experience and the opportunity to observe care practices working directly with premature infants, toddlers & adolescents, under the guidance of respiratory therapists, and child life specialists. e) <u>Metrics:</u> 16 “campers” annually participate in week long program. MWPH had student campers from 5 different area Baltimore City high schools.

Outcomes	High school students to interact with health care professionals while gaining real world experiences. All students receive education in First Aid & CPR, nursing observation experiences, and all necessary equipment such as stethoscopes, scrubs, and breakfast and lunch.	
Single or Multi-Year Initiative Time Period	Multi-Year – MWPB is looking at data over the three year cycle that is consistent with the CHNA cycle. Updates per Implementation Plan metric for each Fiscal Year are provided in the HSCRC Report and to the IRS.	
Key Partners in Development and/or Implementation	Baltimore City Public Schools, Baltimore Alliance for Careers in Healthcare Nursing Education Department, Community Advocacy & Outreach Program	
How were the outcomes evaluated?	<p>The MWPB Education Team developed materials for the resource guide. The inter-professional group of educators, clinicians, and administrators met to ensure that the materials were appropriate and met literacy standards</p> <p>Edit and evaluate after 6 months to ensure accuracy. Program evaluation by the "campers" are all very positive. Campers provided feedback that they were grateful and didn't anticipate how "hands-on" the camp was and how much time they actually provided service to patients.</p>	
A. Total Cost of Initiative for Current Fiscal Year B. What amount is Restricted Grants/Direct offsetting revenue	A. Total Cost of Initiative \$2,500	B. Direct offsetting revenue from Restricted Grants N/A

- areas were justified by the MWPB during the CHNA including mental health, safe housing, transportation, and substance abuse. In table 3.1, MWPB outlines its needs assessment priorities & outcomes.

Table 3.1 MWPB Community Needs Assessment Priorities & Outcomes FYs '13-15

Maryland SHIP Vision Area	MWPB Priorities (in order of priority)	SHIP Outcome Objectives
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Healthy Babies	Maternal/Child Health	<ol style="list-style-type: none"> 1) Reduce low birth weight (LBW) & very low birth weight (VLBW) 2) Reduce sudden unexpected infant deaths (SUIDS) 3) Increase the proportion of pregnant women starting prenatal care in the first trimester
Healthy Social Environments	Trauma/Violence Prevention	<ol style="list-style-type: none"> 1) Decrease rate of alcohol-impaired driving fatalities 2) Decrease rate of distracted driving fatalities 3) Reduce rate of recidivism due to violent injury
Safe Physical Environments	Trauma Prevention Safe Kids	<ol style="list-style-type: none"> 1) Decrease fall-related deaths 2) Reduce pedestrian injuries on public roads 3) Increase access to healthy foods (See below: Obesity)
Infectious Disease	HIV Prevention/Treatment	<ol style="list-style-type: none"> 1) Reduce new HIV infections among adults & adolescents
	Influenza	<ol style="list-style-type: none"> 1) Increase percentage of people vaccinated annually against seasonal influenza
Chronic Disease	Obesity/Heart Disease/ Diabetes	<ol style="list-style-type: none"> 1) Increase the proportion of adults who are at a healthy weight 2) Reduce the proportion of children & who are considered obese 3) Increase access to healthy foods 4) Reduce deaths from heart disease 5) Reduce diabetes-related emergency room visits

	Cancer	1) Reduce overall cancer death rate 2) Reduce the proportion of adults who are current smokers
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Table 3.2 MWPH Community Needs Assessment Priorities & Outcomes FYs '15-18

Maryland SHIP Vision Area	MWPH Priorities <u>(in order of priority)</u>	SHIP Outcome Objectives
Healthy Beginnings	Maternal/Child Health Lead Poisoning	1) Reduce low birth weight (LBW) & very low birth weight (VLBW) 2) Reduce sudden unexpected infant deaths (SUIDS) 3) Increase the proportion of pregnant women starting prenatal care in the first trimester. 4) Increase the proportion of children who receive blood lead screenings
Healthy Social Environments Healthy Living	Childhood Obesity/Chronic Disease/CVD/Diabetes Injury/Trauma/Violence Prevention	1) Reduce the % of children who considered obese 2) Increase life expectancy 3) Decrease rate of alcohol-impaired driving fatalities 4) Decrease rate of distracted driving fatalities 5) Reduce rate of recidivism due to violent injury
Safe Physical Environments Healthy Communities	Injury/Trauma/Violence Prevention Lead Poisoning Childhood Obesity/Chronic Disease/CVD/Diabetes	1) Decrease fall-related deaths 2) Reduce pedestrian injuries on public roads 3) Increase access to healthy foods (See below: Obesity) 4) Reduce child maltreatment 5) Reduce the % of young children with high blood levels 6) Decrease fall related deaths 7)

Access to Health Care	Health Literacy/Education/Outreach Access to Health Care	<ol style="list-style-type: none"> 1) Increase the proportion of persons with health insurance 2) Increase general health literacy and the general populations ability to navigate the healthcare system
Chronic Disease	Obesity/Heart Disease/Diabetes	<ol style="list-style-type: none"> 1) Increase the proportion of adults who are at a healthy weight 2) Reduce the proportion of children & who are considered obese 3) Increase access to healthy foods 4) Reduce deaths from heart disease 5) Reduce diabetes-related

Based on the above assessment, findings, and priorities, the MWPH agreed to incorporate our identified priorities with Maryland’s State Health Improvement Plan (SHIP). Using the SHIP as a framework, the following matrix was created to show the integration of our identified priorities and their alignment with the SHIP’s Vision Areas. MWPH will also track the progress with long-term outcome objectives measured through the Maryland’s Department of Health & Mental Hygiene (DHMH).

Short-term programmatic objectives, including process and outcome measures will be measured annually by MWPH for each priority areas through the related programming. Adjustments will be made to annual plans as other issues emerge or through our annual program evaluation.

In addition to the identified strategic priorities from the CHNA, MWPH employs the following prioritization framework which is stated in the MWPH Community Outreach Plan. Because MWPH, serves the region and state, priorities may need to be adjusted rapidly to address an urgent or emergent need in the community, (i.e. disaster response or infectious disease issue). The CHNA prioritized needs for the Sustained and Strategic Response Categories and the Rapid and Urgent Response Categories’ needs will be determined on an as-needed basis.

MWPH will provide leadership and support within the communities served at variety of response levels. Rapid and Urgent response levels will receive priority over sustained and strategic initiatives as warranted.

While the MWPH will focus the majority of our efforts on the identified priorities outlined in the table above, we will review the complete set of needs identified in the CHNA for future collaboration and work. These areas, while still important to the health of the community, will be met through other health care organizations with our assistance as available.

The unmet needs not addressed by MWPH will also continue to be addressed by key Baltimore City governmental agencies and existing community- based organizations. The MWPH identified core priorities target the intersection of the identified community needs and the organization’s key strengths and mission. The following table summarizes the programs either currently in use or to be developed to address the identified health priorities.

VI. PHYSICIANS

1. MWPH received no physician subsidies and there are no gaps in the provision of care because we are a specialty hospital.

VII. APPENDICES

APPENDICES

APPENDIX 1

a.) Description of Patient Charity Care Policy

The Patient Financial Assistance Policy at Mt. Washington Pediatric Hospital is a comprehensive policy designed to assess the needs of patients and families that have expressed concerns about their ability to pay for needed medical services.

Mt. Washington Pediatric Hospital makes every effort to make financial assistance information available to our patients/families. These efforts include signage at our outpatient desks and inpatient welcome areas, notices on patient bills and admissions documents, and information on our web site.

Description of how MWPH informs Patients of the Charity Care Policy

Notices informing the patient about the availability of financial assistance have been posted in certain locations within the Hospital. Notices were posted on the outpatient registration desk at Rogers Avenue, the outpatient registration desk at PG Hospital, the inpatient family welcome room at Rogers Avenue, and the inpatient nurse's station at PG Hospital. The posted notices state the following:

“Mount Washington Pediatric Hospital has a Patient Financial Assistance Program established to help patients obtain financial aid when it is beyond their ability to pay for services. An application and further information is available from the financial counselor in the admissions office.”

Other means of informing the patients of availability of financial assistance include handouts, notification by the admissions office, social work staff, and patient accounting representatives, and/or billing company staff.

Also, an information sheet is provided to the patients, the patient's family, or the patient's authorized representative before discharge, with hospital bill, or on request.

The information sheet included the following items:

- a. A description of the Hospital's financial assistance policy;
- b. A description of the patient's rights and obligations with regard to Hospital billing and collection;

- c. Contact information for the individual or office at the Hospital that is available to assist the patient or the patient representative in understanding the hospital bill and how to apply for free and reduced cost care;
- d. Contact information for the Maryland Medical Assistance Program;
- e. A statement that physician charges are not included in the Hospital bill and are billed separately.

b.) New Financial Assistance Policy Changes Pursuant to the ACA

ACA Health Care Coverage Expansion Description

Since implementation of the Affordable Care Act's (ACA) Health Care Coverage Expansion Option became effective on January 1, 2014, there has been a decrease in the number of patients presenting to the hospital in either uninsured and/or self-pay status. Additionally, the ACA's Expansion Option included a discontinuation of the primary adult care (PAC) which has also reduced uncompensated care. While there has been a decrease in the uncompensated care for straight self-pay patients since January 1, 2014, the ACA's Expansion Option has not completely eradicated charity care as eligible patients may still qualify for such case after insurance.

The following additional changes were also made to the hospital's financial assistance policy pursuant to the most recent 501(r) regulatory requirements:

1. LANGUAGE TRANSLATIONS

- a. Requirement: The new 501(r) regulations lowered the language translation threshold for limited English proficient (LEP) populations to the lower of 5% of LEP individuals in the community served/1000-LEP individuals. Mt Washington Pediatric Hospital translated its financial assistance policy into the following languages: English, French, Spanish, and Chinese

2. PLAIN LANGUAGE SUMMARY

- a. Requirement: The new 501(r) regulations require a plain language summary of the FAP that is clear, concise, and easy for a patient to understand. Mt Washington Pediatric Hospital created a new plain language summary of its financial assistance policy in addition to its already-existing patient information sheet.

3. PROVIDER LISTS

Requirement: The new 501(r) regulations require each hospital to create and maintain a list of all health care providers (either attached to the FAP or maintained as a separate appendix) and identify which providers on that list are covered under the hospital's FAP and which providers are not. Mt Washington Pediatric Hospital maintains that list which is available for review.

APPENDIX III

1. POLICY

- a. This policy applies to Mt. Washington Pediatric Hospital ("MWPH"). MWPH is committed to providing financial assistance to children who have health care needs and are uninsured, underinsured, ineligible for a government program, or otherwise unable to pay, for medically necessary care based on their individual and family financial situation.
- b. It is the policy of MWPH to provide Financial Assistance based on indigence or high medical expenses for patients whose families meet specified financial criteria and request such assistance. The purpose of the following policy statement is to describe how applications for Financial Assistance should be made, the criteria for eligibility, and the steps for processing applications.
- c. MWPH will publish the availability of Financial Assistance on its website and will post notices of availability at appropriate intake locations as well as the Inpatient Welcome Center. Notice of availability will also be sent to patients on patient bills. Signage in key patient access areas will be made available. A Patient Billing and Financial Assistance Information Sheet will be provided to patients/families receiving inpatient services with their welcome packet and made available to all patients/families upon request.
- d. Financial Assistance may be extended when a review of a patient's individual and family financial circumstances has been conducted and documented. This may include the patient's existing medical expenses, including any accounts having gone to bad debt, as well as projected medical expenses.
- e. MWPH retains the right in its sole discretion to determine a patient's or family's ability to pay.

2. PROGRAM ELIGIBILITY

- a. Consistent with our mission to deliver compassionate and high quality healthcare services and to advocate for children, MWPH strives to ensure that the financial capacity of people who need health care services does not prevent them from seeking or receiving care.
- b. Physician charges related to dates of service are included in MWPH's financial assistance policy. Both hospital and physician charges will be considered during the application process.
- c. Specific exclusions to coverage under the Financial Assistance program include the following:
 - i. Services provided by healthcare providers not affiliated with MWPH (e.g., home health services)
 - ii. Patients whose insurance program or policy denies coverage for services by their insurance company (e.g., HMO, PPO, Workers Compensation, or Medicaid), are not eligible for the Financial Assistance Program without approval of senior leadership.

1. Generally, the Financial Assistance Program is not available to cover services that are denied by a patient's insurance company; however, exceptions may be made considering medical and programmatic implications.
- iii. Unpaid balances resulting from non-medically necessary services
- d. Patients may become ineligible for Financial Assistance for the following reasons:
 - i. Refusal of family to provide requested documentation or providing incomplete information.
 - ii. Have insurance coverage through an HMO, PPO, Workers Compensation, Medicaid, or other insurance programs that deny access to MWPH due to insurance plan restrictions/limits.
 - iii. Failure of parent/guardian/guarantor to pay co-payments as required by the Financial Assistance Program.
 - iv. Failure of parent/guardian/guarantor to keep current on existing payment arrangements with MWPH.
 - v. Failure of parent/guardian/guarantor to make appropriate arrangements on past payment obligations owed to MWPH (including those patients who were referred to an outside collection agency for a previous debt).
 - vi. Refusal of parent/guardian/guarantor to be screened or apply for other assistance programs prior to submitting an application to the Financial Assistance Program.
- e. Parent/guardian/guarantor of patients who become ineligible for the program will be required to pay any open balances and may be submitted to a bad debt service if the balance remains unpaid in the agreed upon time periods.
- f. Parents/guardians/guarantors who indicate they are unemployed and have no insurance coverage shall be required to submit a Financial Assistance Application unless they meet Presumptive Financial Assistance (See Section 3 below) eligibility criteria. If patient qualifies for COBRA coverage, parent's/guardian's/guarantor's financial ability to pay COBRA insurance premiums shall be reviewed by appropriate personnel and recommendations shall be made to Senior Leadership. Families with the financial capacity to purchase health insurance shall be encouraged to do so, as a means of assuring access to health care services and for their overall personal health.
- g. Coverage amounts will be calculated based upon 200-300% of income as defined by federal poverty guidelines and will generally follow the sliding scale included in Attachment A, with MWPH reserving the right to increase aid where it is deemed necessary.

3. PRESUMPTIVE FINANCIAL ASSISTANCE

- a. Patients may also be considered for Presumptive Financial Assistance Eligibility. There are instances when a patient may appear eligible for Financial Assistance, but there is no Financial Assistance form and/or supporting documentation on file. Often there is adequate information provided by the patient family or through other sources, which could provide sufficient evidence to provide the patient with Financial Assistance. In the event there is no evidence to support a patient's eligibility for financial assistance, MWPH reserves the right to

use outside agencies or information in determining estimated income amounts for the basis of determining Financial Assistance eligibility and potential reduced care rates. Presumptive Financial Assistance Eligibility shall only cover the patient's specific date of service. Presumptive eligibility may be determined on the basis of individual life circumstances that may include:

- i. Medical Assistance coverage
- ii. Homelessness
- iii. Family participation in Women, Infants and Children Programs ("WIC")
- iv. Family food Stamp eligibility
- v. Eligibility for other state or local assistance programs
- vi. Patient is deceased with no known estate
- vii. Family members unavailable to provide information

4. MEDICAL HARDSHIP

- a. Patients falling outside of conventional income or presumptive Financial Assistance criteria are potentially eligible for bill reduction through the Medical Hardship program.
 - i. Uninsured Medical Hardship criteria is State defined:
 - 1. Combined household income less than 500% of federal poverty guidelines
 - 2. Having incurred collective family hospital medical debt at MWPH exceeding 25% of the combined household income during a 12 month period. The 12 month period begins with the date the Medical Hardship application was submitted.
 - 3. The medical debt excludes co-payments, co-insurance and deductibles
- b. Patient balance after insurance
 - i. MWPH applies the same criteria to patient balance after insurance applications as it does to self-pay applications
- c. Coverage amounts will be calculated based upon 0 - 500% of income as defined by federal poverty guidelines and follow the sliding scale included in Attachment A , with MWPH reserving the right to increase aid where it is deemed necessary.
- d. If determined eligible, patients and their immediate family are certified for a 12 month period effective with the date on which the reduced cost medically necessary care was initially received
- e. Individual patient situation consideration:
 - i. MWPH reserves the right to consider individual patient and family financial situation to grant reduced cost care in excess of State established criteria.
 - ii. The eligibility duration and discount amount is patient-situation specific.
 - iii. Patient balance after insurance accounts may be eligible for consideration.
 - iv. Cases falling into this category require management level review and approval.

- f. In situations where a patient is eligible for both Medical Hardship and the standard Financial Assistance programs, MWPH is to apply the greater of the two discounts.
- g. Parent/guardian/guarantor is required to notify MWPH of their potential eligibility for this component of the financial assistance program.

5. ASSET CONSIDERATION

- a. Assets are generally not considered as part of Financial Assistance eligibility determination unless they are deemed substantial enough to cover all or part of the patient/family responsibility without causing undue hardship. Individual patient/family financial situation such as the ability to replenish the asset and future income potential are taken into consideration whenever assets are reviewed.
- b. Under current legislation, the following assets are exempt from consideration:
 - i. The first \$10,000 of monetary assets for individuals, and the first \$25,000 of monetary assets for families.
 - ii. Up to \$150,000 in primary residence equity.
 - iii. Retirement assets, regardless of balance, to which the IRS has granted preferential tax treatment as a retirement account, including but not limited to, deferred compensation plans qualified under the IRS code or nonqualified deferred compensation plans. Generally this consists of plans that are tax exempt and/or have penalties for early withdrawal.

6. APPEALS

- a. Patients whose financial assistance applications are denied have the option to appeal the decision.
- b. Appeals can be initiated verbally or in writing.
- c. Patients are encouraged to submit additional supporting documentation justifying why the denial should be overturned.
- d. Appeals are documented. They are then reviewed by the next level of management above the representative who denied the original application.
- e. The escalation can progress up to the V.P. of Finance who will render a final decision.
- f. A letter or email (according to family preference) of final determination will be submitted to each patient who has formally submitted an appeal.

7. PATIENT REFUND

- a. Patients applying for Financial Assistance up to 2 years after the service date who have made account payment(s) greater than \$5 are eligible for refund consideration
- b. Collector notes, and any other relevant information, are deliberated as part of the final refund decision. In general, refunds are issued based on when the patient was determined unable to pay compared to when the payments were made.
- c. Patients documented as uncooperative within 30 days after initiation of a financial assistance application are ineligible for refund.

8. JUDGEMENTS and EXTRAORDINARY COLLECTION ACTIONS

- a. With approval from the Director of Patient Accounting or CFO, Extraordinary Collection Actions (ECAs) may be taken on accounts that have not been disputed or are not on a payment arrangement. These actions will occur no earlier than 120 days from submission of first bill to the patient and will be preceded by notice 30 days prior to commencement of the action. Availability of financial assistance will be communicated to the patient and a presumptive eligibility review will occur prior to any action being taken.
- i. Legal action may be initiated in order to collect on the debt:
 - a. If a patient is later found to be eligible for Financial Assistance after a judgment has been obtained, MWPH shall seek to vacate the judgment.

Financial Assistance may be withdrawn if:

 - . Parent/guardian/guarantor fails to pay co-payments as required by the Financial Assistance Program.
 - a. Parent/guardian/guarantor fails to keep current on existing payment arrangements with MWPH. iii. Parent/guardian/guarantor fails to make appropriate arrangements on past payment obligations owed to MWPH (including those patients who were referred to an outside collection agency for a previous debt).

PROCEDURES

MWPH admissions staff, outpatient registrars, authorization specialists, patient accounting staff and social workers are trained to offer Financial Assistance applications to those who express concern regarding their ability to pay. Applications should be submitted to the Director of Patient Accounting, the Manager of Patient Accounting, or to the V.P. of Finance.

Every possible effort will be made to provide financial clearance prior to date of service. Where possible, designated staff will consult via phone or meet with patients who request Financial Assistance to determine if they meet preliminary criteria for assistance.

Each applicant must provide information about family size and income (as defined by Medicaid regulations). To help applicants complete the process, we will provide an application that will let them know what paperwork is required for a final determination of eligibility (Attachment B).

MWPH will not require documentation beyond that necessary to validate the information on the Maryland State Uniform Financial Assistance Application.

A letter or email (according to family preference) of final determination will be submitted to each patient that has formally requested financial assistance.

Patients/families will have thirty (30) days to submit required documentation to be considered for eligibility. The patient may re-apply to the program and initiate a new case if the original timeline is not adhered to.

The financial assistance application process will be open up to at least 240 days after the first post-discharge patient bill is sent.

In addition to a completed Maryland State Uniform Financial Assistance Application, patient families may be required to submit:

A copy of parent/guardians/guarantor's most recent Federal Income Tax Return (if married and filing separately, then also a copy 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); proof of disability income (if applicable).

A copy of parent/guardians/guarantors' most recent pay stubs (if employed), other evidence of income of any other person whose income is considered part of the family income as defined by Medicaid regulations or documentation of how they are paying for living expenses.

Proof of social security income (if applicable)

A Medical Assistance Notice of Determination (if applicable).

Proof of U.S. citizenship or lawful permanent residence status (green card).

Reasonable proof of other declared expenses.

If parents/guardians/guarantors are unemployed, reasonable proof of unemployment such as statement from the Office of Unemployment Insurance, a statement from current source of financial support, etc ...

Written request for missing information will be sent to the patient. Where appropriate, oral submission of needed information will be accepted.

A patient family can qualify for Financial Assistance either through lack of sufficient insurance or excessive medical expenses. Once a patient family has submitted all the required information, appropriate personnel will review and analyze the application and forward it to the Patient Accounting or Finance Department for final determination of eligibility based on MWPH guidelines.

If the patient's application for Financial Assistance is determined to be complete and appropriate, appropriate personnel will recommend the patient's level of eligibility.

0. If the patient does qualify for financial clearance, appropriate personnel will notify the treating department who may then schedule the patient for the appropriate service.
1. If the patient does not qualify for financial clearance, appropriate personnel will notify the clinical staff of the determination and the non-emergent/urgent services will not be scheduled.
 - a. A decision that the patient may not be scheduled for non-emergent/urgent services may be reconsidered upon request.

Once a patient is approved for Financial Assistance, Financial Assistance coverage shall be effective for the month of determination and the following six (6) calendar months. With the exception of Presumptive Financial Assistance cases which are date of service specific eligible and Medical Hardship who have twelve (12) calendar months of eligibility. If

additional healthcare services are provided beyond the approval period, patients must reapply to the program for clearance.

The following may result in the reconsideration of Financial Assistance approval:

Post approval discovery of an ability to pay

Changes to the patient's income, assets, expenses or family status which are expected to be communicated to MWPH

MWPH will track patients with 6 or 12 month certification periods. However, it is ultimately the responsibility of the patient or guarantor to advise of their eligibility status for the program at the time of registration or upon receiving a statement.

If patient is determined to be ineligible, all efforts to collect co-pays, deductibles or a percentage of the expected balance for the service will be made prior to the date of service or may be scheduled for collection on the date of service.

APPENDIX V

MISSION

Mt. Washington Pediatric Hospital is dedicated to maximizing the health and independence of the children we serve.

VISION

Mt. Washington Pediatric Hospital will be a premier leader in providing specialty health care for children, as distinguished by our:

- Quality of care
- Service excellence
- Innovation
- Multidisciplinary approach
- Family focus
- Outstanding workforce

VALUES STATEMENT

Mt. Washington Pediatric Hospital will act in a manner consistent with these values:

- Quality - Adhere to the highest standards of care in a safe environment
- Integrity - Act with honesty and truthfulness in all patient care and business activities
- Respect - Treat all individuals with compassion, dignity and courtesy
- Education - Promote lifelong learning