
COMMUNITY BENEFIT REPORT 2017

At Anne Arundel Medical Center (AAMC), our mission is to improve the health of the people we serve. We believe that prevention and early intervention can save lives and improve quality of life. That is why we provide low-cost and free screenings, educational programs, and diagnostic services to all members of our community — especially the underserved or those at high risk for illness.

We aim to give more people access to health care, improve health literacy, and help navigate the health care system. All of our community benefit activities target health improvement and wellness.

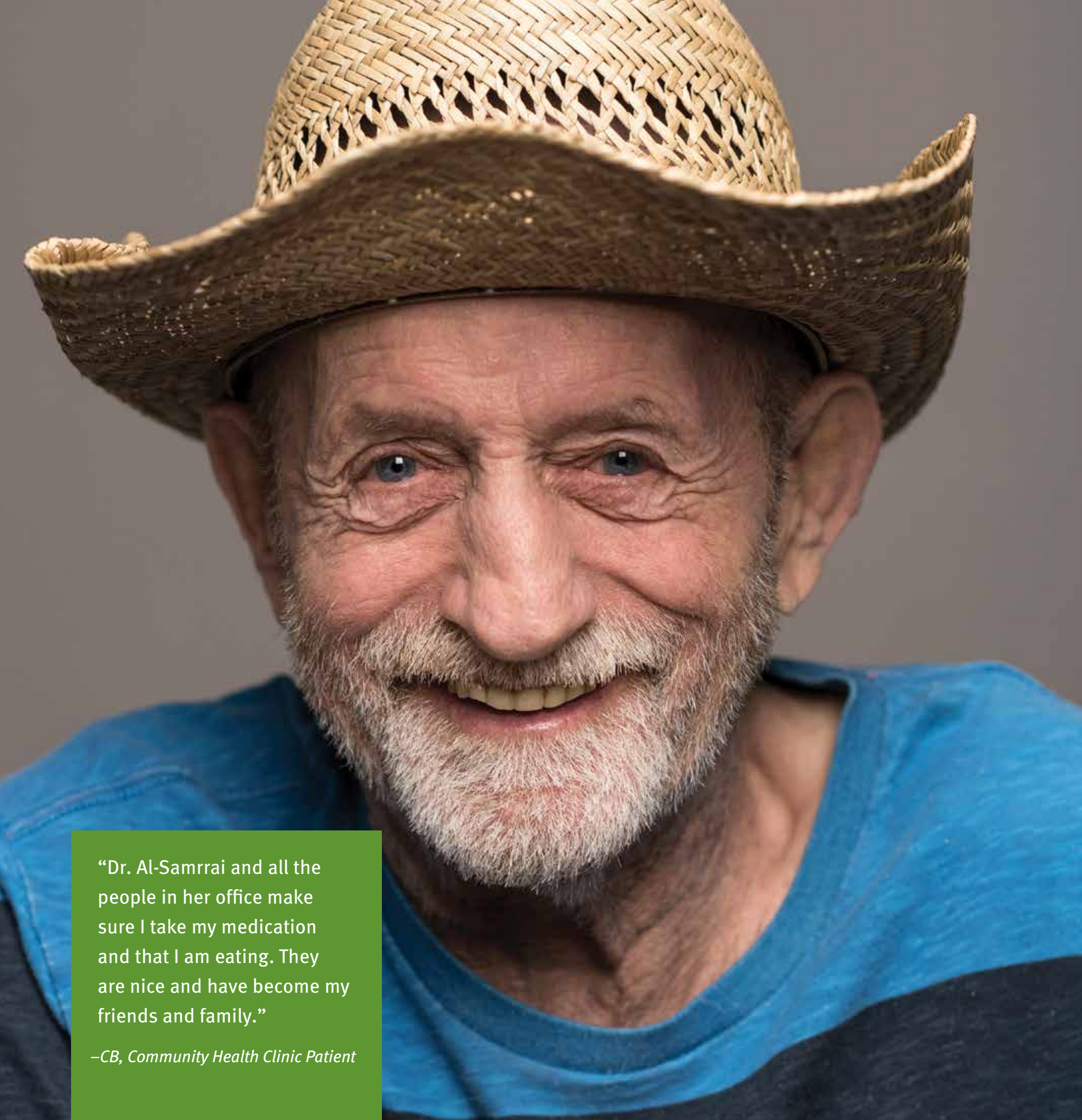


LIVING HEALTHIER TOGETHER.



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“Dr. Al-Samrrai and all the people in her office make sure I take my medication and that I am eating. They are nice and have become my friends and family.”

—CB, Community Health Clinic Patient

COMMUNITY BENEFIT

Each year, Anne Arundel Medical Center invests in community outreach initiatives to improve the health of individuals and families. This work is central to our mission of enhancing the health of the people we serve; a mission to which we are committed.

In fiscal year 2017, our investment of \$49 million gave people access to expanded mental health services, substance use prevention and treatment, palliative care, health education, research, and a variety of outpatient services in Anne Arundel and Prince George’s counties, as well as Eastern Shore communities.

This report highlights some of our efforts last year and recognizes key partners in this important work. We are proud of our long tradition of investing in our community. By continuing to work together, we know that we can achieve our vision of *Living Healthier Together*.



In Good Health,

Joi

Victoria W. Bayless
President and CEO,
Anne Arundel Medical Center

COMMUNITY BENEFIT IN ACTION

In fiscal year 2017, we invested more than \$49 million in community benefit. Here are a few ways we used this money to help people live healthier.



Provided free and low-cost care to the underserved and under-insured through our hospital, Community Clinics, Kent Island Urgent Care and Pathways, our substance use and mental health treatment center.



Expanded outpatient services for primary and specialty care, including mental health services.



Led health education classes, screenings and risk reduction programs, such as our smoking cessation classes.



Supported on-call services to ensure daily coverage at the hospital 365 days a year. Launched an outpatient palliative care program.



Provided financial and in-kind support to community partners.



Expanded our research and professional education departments, including our new Graduate Medical Education program.

“It is good that people are becoming aware of the Conversation Project, an initiative that is dedicated to helping people talk about their wishes for end-of-life care. It is a difficult conversation to have, but it is important to have it before it is too late like what happened with my Aunt. Not only have I been trained to share the Conversation Project with others, I have helped my father get his living will together and I set up an event at my church to introduce the Conversation Project, as well as talk about the difference between hospice and palliative care.”

—Ann Marie Holland, Clinical Education Specialist at AAMC



“Quality is a core value at AAMC and I was fortunate to be a part of that culture prior to my residency having worked as a clinical research fellow. During that time, I was involved in the analysis and optimization of our quality metrics within the hospital. I was attracted to the AAMC surgical residency program because it gave me the opportunity to implement those quality measures into clinical practice. As a member of the first class of residents, I have the ability to create a culture of learning that will enhance our overall patient care while training the next-generation of surgeons.”

—Udai Sibia, MD PGY1 resident



“There is a problem with drugs in the vicinity that we live in and even though Brandy is trained to use Narcan, I wanted to get the training to be ready if anyone ever needed it. We are so grateful we were able to save someone’s life. You never know when it will be your turn to step up.”

—Brandy Barret, AAMC Health Resource Nurse and Janie Barret, Brandy’s Mother

SUBSTANCE USE PREVENTION

Substance use, including the opioid crisis, has created more need for treatment in our community. AAMC is committed to preventing addiction, treating patients and educating their families. We support many awareness programs, including:

- › Students Against Destructive Decisions
- › Student Athletes Against Substance Use
- › The Opioid Trap program
- › Mentorship programs

Our own programs target high school parents and families through our community partnership network. This network includes faith-based organizations, county government and youth organizations. For example, the Project ALERT program educates middle school students on the effects of alcohol and drugs on the body and mind.

Opioid use and overdose is a critical problem. That’s why we are hosting Opioid Overdose Education and Response trainings throughout the area. The programs teach people to recognize the signs of opioid overdose, administer Narcan (medicine to immediately counteract an overdose), and activate Emergency Medical Services. In addition, we partnered with the office of the Anne Arundel County Executive on the “Not My Child” event. This event included experts from health care, law enforcement, and youth in recovery to raise awareness about this epidemic.

Our providers are also working to reduce the amount of narcotics in the community. At the end of its first year, AAMC’s Opioid Task Force announced that the total amount of opioids prescribed was 59 percent less than when we started. Working together, the task force has changed prescribing practices, and created policies and education for this health issue. We continue to collaborate with the community to address opioid addiction.



“The safe sleep course that we took at Anne Arundel Medical Center helped us cope with the first few weeks after we brought Warren home from the hospital. We gained confidence and received information about what was going to happen with our newborn. We felt good knowing there were people available to contact for help if we needed it.”

—Erica Keppel, new mother and her son Warren

CARE FOR VULNERABLE POPULATIONS

Our community is made up of people with diverse needs. We have many programs to support the vulnerable members of our community, such as:

- › Safe sleep for newborns
- › Youth smoking avoidance
- › Tobacco cessation
- › Substance use prevention for teenagers
- › Nurse navigation for Pediatric Emergency Department patients
- › Free cancer screenings
- › Transportation and psychosocial support for underinsured patients
- › Palliative care services

Some of our neighbors are uninsured, under-insured, or newly insured. This can make accessing and navigating care difficult. Our community clinics bring affordable care, education, and support to those who need it most. These welcoming sites have provided comprehensive care to over 13,000 people since 2011.

We support our clinic patients beyond office visits. We connect them to resources such as safer housing, healthier food, low-cost insurance, affordable medications and training programs. This helps them overcome obstacles to care and make health a priority. Spanish-speaking providers and staff are also available to help patients and their families. Healthier people make healthier communities. And that improves the quality of life for all of us.



THE PATIENT EXPERIENCE

Nationwide, patients and families say two things need to change about the health care system:

“Doctors need to communicate with each other and us more about our care.”

“We need help navigating health care.”

AAMC heard and acted. We know people get better faster with communication and navigational support. That’s why we offer a range of ways for patients and their care teams to interact. For example, we expanded the features of MyChart, which gives patients 24/7 secure online and mobile access to their medical records. It also allows them to message their care team, make appointments, request prescription refills, and enter blood pressure and glucose readings for their team’s review.

All of our patients have an electronic medical record that is shared by the care team. This lets providers customize care and prioritize the patient’s needs.

Our care managers also work directly with patients that prefer in-person communication. They provide personal navigation to help patients manage their chronic conditions. Re-admission rates are high for chronically ill patients. These programs reduce hospital admission rates, address social needs like transportation, and teach people how to take control of their health.

“I am one of the lucky ones. One month before my 40th birthday, I was diagnosed with stage 3 rectal cancer after a chance visit to a surgeon for an umbilical hernia. Thankfully, there are medical institutions like Anne Arundel Medical Center that not only provided me with the confidence and resources to succeed in my treatments, but also see the importance of improving community awareness and proactive early detection. Early detection increases the chance for survival.”

—Brian Page, Colorectal Cancer Survivor



“I used to sign in to the smoking cessation class for accountability and not attend. Now after successfully completing the class, I have quit smoking and I volunteer on the panel to help others with strategies to quit smoking.”

—Anne Marie Peterson, AAMC Smoking Cessation Graduate

COMMUNITY PARTNERSHIPS

Our partnerships with other organizations help advance our commitment to the community. We work with several government agencies, non-profits, colleges and universities, faith-based organizations, and other health care providers to expand health care services. By sharing ideas and best practices, we create partnerships that promote the health of our community. While we work with more than 100 community organizations, here is a list of some of our key partners.

- › Anne Arundel County Crisis Response System
- › Anne Arundel Community College
- › Anne Arundel County Department of Aging & Disabilities
- › Anne Arundel County Department of Health
- › Anne Arundel County Public Library
- › Anne Arundel County Public Schools
- › Arundel Lodge
- › Bay Area Transformation Project
- › Chrysalis House
- › Compass Hospice
- › Healthy Anne Arundel Coalition
- › Hospice of the Chesapeake
- › Housing Authority of the City of Annapolis
- › Lighthouse Shelter
- › MADC – Maryland Addictions Directors Council
- › March of Dimes
- › National Alliance of Mental Illness (NAMI)
- › Not My Child
- › Prince George’s County Health Department
- › Prince George’s Mobile Integrated Healthcare
- › Queen Anne’s County Area Agency on Aging
- › Queen Anne’s County Department of Community Services
- › Queen Anne’s County Mobile Integrated Community Health
- › Recovery Anne Arundel, (ROSC–Recovery Oriented Systems of Care)
- › Seasons Hospice & Palliative Care
- › Talbot Hospice
- › The American Cancer Society
- › The Boys & Girls Club of Annapolis
- › The Coordinating Center
- › Visiting Nurses Association of Maryland
- › Wellness House



COMMUNITY BENEFIT BY THE NUMBERS

