
COMMUNITY BENEFIT REPORT 2018

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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COMMUNITY BENEFIT

Every year, Anne Arundel Medical Center (AAMC) invests in community outreach initiatives to improve the health of individuals and families. In fiscal year 2018, our investment of \$50 million helped residents in the communities of Anne Arundel and Prince George's counties, along with Eastern Shore residents, to have access to expanded mental health services, substance use prevention and treatment, health education, research, health professional education, and a variety of outpatient services. AAMC obtained approval from the state to further develop access to mental health services. We broke ground on the J. Kent McNew Family Medical Center in Annapolis to better meet our top Community Health Needs Assessment priorities. AAMC remains committed to addressing the health care needs in our community.

This report highlights our efforts last year and recognizes some of our key partners in the community. These partnerships are central to our mission of enhancing the health of the people we serve. We are proud of our long tradition of investing in our community and look forward to collaborating with our partners to achieve our vision of *Living Healthier Together*.



In Good Health,

Joi

Victoria W. Bayless
President and CEO
Anne Arundel Medical Center

2018 TOTAL COMMUNITY BENEFIT \$50,281,740


Community
Benefit Operations
\$1,101,096


Charity Care
\$3,923,800


Community
Building Activities
\$1,087,202


Community
Health Services
\$4,574,250


Health
Professional
Education
\$6,394,819


Research
\$1,146,254


Medicaid
Assessments
\$2,088,036


Cash or In-Kind
Donations
\$654,152


Mission Driven
Health Services
\$29,312,131



COMMUNITY BENEFIT IN ACTION

In fiscal year 2018, we invested more than \$50 million in community benefit. Here are a few ways we used this money to help people live healthier.



CHARITY CARE: Provided free and low-cost care to the underserved and under-insured through our hospital, community clinics, mental health programs, and Pathways (our substance abuse and co-occurring treatment center).



MISSION DRIVEN HEALTH SERVICES: Expanded outpatient services for primary and specialty care, including mental health services. Supported on-call services to ensure daily coverage at the hospital 365 days a year.



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



HEALTH PROFESSIONAL EDUCATION: Expanded our professional education department, including Graduate Medical Education programs and nursing, pharmacy, and physical therapy internships.



CASH OR IN-KIND DONATIONS: Provided financial and in-kind support to community partners.



RESEARCH: Expanded our research department through our summer internship program, allowing medical students the opportunity to collaborate with physician mentors and receive hands-on experience in research.

“I teach an eight-hour drug class for adolescents and Kaela attended my class (read more on page 10). She didn’t know the full spectrum of the drug world and how they affect you mentally, emotionally, and physically. I taught her about drug trends in our community and I kept in contact with her. I call her every week to check on her and make sure she’s okay. Kaela returned to my class to share her story with others and the classmates were in awe – many calling her a hero. Being able to share her experience has helped her a lot, so I provided a platform for her to do that. Kaela is an inspiration.”

–Keisha B., Prevention Education Coordinator for Pathways



“After making initial contact, my role is to find out what barriers exist and where I need to step in. I act as the liaison from patient to physician, such as with Courtney and her baby (read more on page 12). Having this care coordination makes a big difference to parents. Often times, they try their hardest to advocate for their child and there are still barriers. For me to find the right provider, at the right time, is what I’m here for. I absolutely love when I am able to reassure a family and to take the burden off of their shoulders. And when they leave the hospital, we’re still there for them. Even though they’re gone, they still have a direct link to access to care. They can always call me, and I can help.”

–Chris G., Pediatric Nurse Navigator



SUBSTANCE USE PREVENTION

◀ Fifteen-year-old Kaela is an attendee of Anne Arundel Medical Center’s Alcohol and Drug Education Class (ADEC). She joined as a way to cope with her family’s struggles, including her mother who is addicted to heroin. The teen now lives with her father, younger sister, and grandfather, and often speaks at the class herself to help others like her.

“My mom tried her best for a very long time. She started using pain medication as a result of her C-section years ago and it stemmed from there. Last summer, I wasn’t doing too well after my mom relapsed. My health teacher invited Keisha B., AAMC Pathways Prevention Education Coordinator, to come speak to my class. It gave me more clarity than I expected, so I began attending her ADEC program and eventually started speaking at it myself. Keisha B. is super supportive and made it really easy for me to talk about what happened. She made it easier for me to communicate how upset I was and encouraged me to take my time. Keisha B. taught me so much about what drugs do to people and that I’m not the only one going through this. I would probably have a very negative perspective on my mom’s addiction if I didn’t get help, too. I didn’t see it as a brain disease or understand why she would do this. The ADEC program and Keisha B. gave me a lot of amazing opportunities to help both myself and others. When I grow up, I’d love to create a program for little kids who are in possible dangerous situations, and teach people about what options are out there – especially kids like me.”

–Kaela E.

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:

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

Our 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. Our providers are working to reduce the amount of narcotics in the community. Through AAMC’s Opioid Task Force, we reduced the total amount of opioids prescribed by 67 percent. We also host 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.



CARE FOR VULNERABLE POPULATIONS

◀ Courtney and her newborn son, Aiden, ended up at Anne Arundel Medical Center's Emergency Department due to Aiden's chronic discomfort.

"When I took my son to AAMC's ED, I finally got answers for my newborn son, Aiden. The doctors actually listened to me and didn't jump to conclusions or put me down for being young or a new mom. They sat down and had a face-to-face conversation with me – no computer – and started doing tests on Aiden immediately, who was only three weeks old. Other doctors thought I was overreacting, but it ended up that Aiden has a milk protein allergy. I was connected with pediatric nurse navigator, Chris G., as a part of his discharge and was told to follow-up with a gastrointestinal physician. Initially, I couldn't get an appointment for three weeks and was freaking out. I called Chris distressed and crying, and she helped me to get a faster appointment. It was worth coming to AAMC for good, compassionate caregivers who truly listen to your needs. I am most grateful for my son's health and thankful for people like Chris who take the time to call and push to get care for patients who really need it. Aiden is a happy, healthy normal baby now."

–Courtney L. and her son Aiden

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 vulnerable groups (infants and children and cancer patients)
- › Free cancer screening
- › Palliative care services
- › Transportation and psychosocial support for underinsured patients
- › Community care management services for patients with chronic disease

Some individuals in our community are uninsured, under-insured, or newly insured, which makes accessing and navigating care difficult. Our community clinics bring affordable care, education, and support to those who need it most. Spanish-speaking providers and support staff are also available to help patients and their families. Since the opening of the community clinics, AAMC has provided more than 85,000 visits.

We support all of our patients beyond the walls of their physician offices. We connect them to resources such as safer housing, nurse navigators, healthier food, low-cost insurance, affordable medications, and training programs. This helps patients and their caregivers overcome obstacles to care and make health a priority. We believe that healthier people make healthier communities – improving the quality of life for all of us.



THE PATIENT EXPERIENCE

◀ Caregiver to her 95-year-old father Richard, Janet is grateful for the Palliative care team at Anne Arundel Medical Center (AAMC), who helped care for him prior to Richard's death in 2018.

"The first time my dad ended up at Anne Arundel Medical Center, he checked himself out. Though he had many chronic diseases, his mind was fully intact. He knew he was dying and didn't want to do it in the hospital. So, the medical team actually asked him what he wanted and his goals for his end-of-life care. After discussing options, they recommended home nursing. For three years, his doctors worked together and oversaw his care so I wouldn't have to bring him in to the hospital every time he had a problem. The hospital staff coordinated with the nurses at our home, with the pharmacy, and taught me what I needed to do to care for him. This made it easier for me because I'm not medically-inclined. Because he stayed at home, his quality of life was so much better and he was able to enjoy all of the things he loved up to his last day; he attended church once a week and visited his friends, he spent time with his family and listened to music. He even requested the songs for his own funeral. We truly wouldn't have gotten the care he received somewhere else. You have a lot of doctors who care at AAMC; I really believe that."

—Janet B.

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

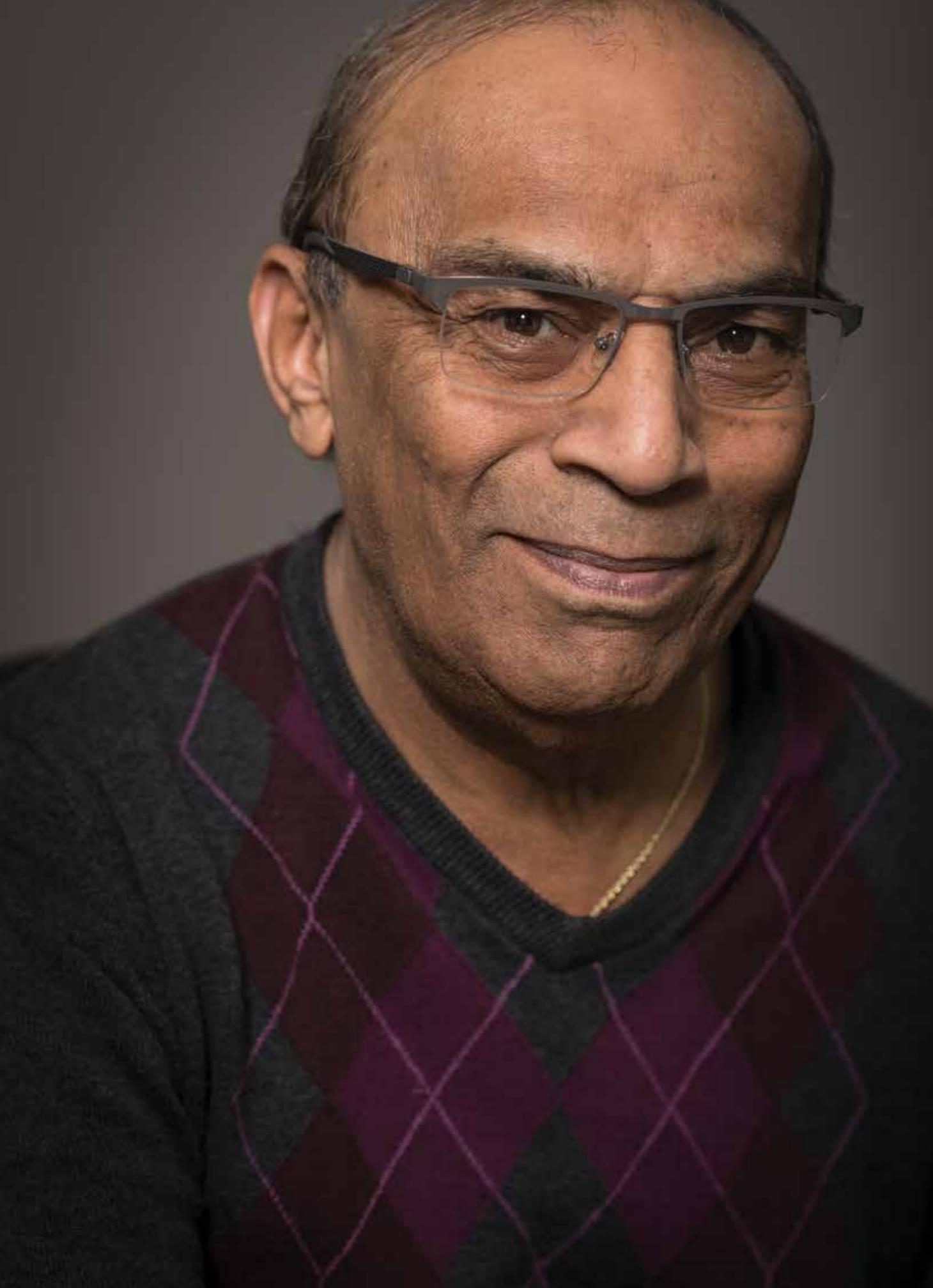
"Doctors need to communicate with each other and us more about our care."

"We need help navigating health care."

AAMC heard and we 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 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 who prefer in-person communication. They provide personal navigation to help patients manage their chronic conditions. Readmission 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.



COMMUNITY PARTNERSHIPS

◀ A patient of Anne Arundel Medical Center's Community Clinics, Ismail was provided primary care services for those with limited income and the under-insured.

"When I came to the clinic for the first time, I was losing weight, I had arthritis in both my knees, chronic pain, and needed a blood transfusion. I had one knee surgery and a second one coming. My bills kept piling up and I couldn't keep up with the payments. My provider at the clinic was very comforting and so respectful. I had never gone to a doctor like her before. Her team guided me on how to find out what I needed to get better. I was uninsured and she suggested the county's discount insurance program, called Reach, and helped me get set up. I paid no more than \$1,000 for all of my procedures and treatments. The physician who performed my knee surgeries was also very good to me. Before surgery I was not able to walk easily – I was on crutches and walkers. But after surgery, I am now able to stand, walk, and go upstairs without pain. I live on the second floor, so it's very helpful. I am much happier in my everyday life and it is because of the team at the outreach clinic."

–Ismail H.

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
- › United Way of Central Maryland
- › Wellness House
- › YWCA