

Anne Arundel Medical Center

Community Benefits Report

FY2011

December 15, 2011

Narrative Report FY11

I. General Hospital Demographics and Characteristics

1. Please list the following information in Table 1 below. For the purposes of this section, “primary service area” means the Maryland postal ZIP code areas from which the first 60 percent of a hospital’s patient discharges originate during the most recent 12 month period available, where the discharges from each ZIP code are ordered from largest to smallest number of discharges. This information will be provided to all hospitals by the HSCRC.

Table I

Bed Designation	Inpatient Admissions	Primary Service Area Zip Codes	All other Maryland hospitals sharing primary service area	Percentage of Uninsured Patients by County ¹	Percentage of Patients who are Medicaid recipients, by County
324 licensed beds	25,289 Excluding Births (5,112)	21403 21401 21037 21114 21012 21409 20715 21122 21146 21113 21061 21666 20716	University of Md. Johns Hopkins Doctors Community Hospital Baltimore Washington Medical Center Harbor Hospital	8.8%	Outpatient: 1,137 (0.31%) from Anne Arundel County (383 from other counties) Inpatient: 939 (3.7%) from Anne Arundel County and 153 from other counties

2. For purposes of reporting on your community benefit activities, please provide the following information:

a. Describe the community your organization serves. (“CBSA” Community Benefit Service Area)

The Anne Arundel Medical Center CBSA primarily consists of Anne Arundel County. Anne Arundel County is a diverse community with a continuously evolving blend of age groups, ethnic groups, occupations, and social and economic conditions. Residents live in settings that range from urban to agricultural. Race/Ethnicity breaks down as follows: White 74.4%, Black 15.4%, Hispanic 4.9%, Asian 3.2% and American Indian 0.3%. The Non-English speaking population in the County is expected to experience significant growth over the next decade, however, the greatest expected growth over the next decade (38%) is among those age 65 and over. Clearly, community health initiatives for the next decade will need to focus on prevention and management of chronic diseases among the aged as well as those that disproportionately affect the growing minority populations (Anne Arundel County Department of Health/Local Health Plan/FY11).

The median household income is \$81,824 with 3.3% of families and 5.2% of individuals living below the poverty level. The unemployment rate as of June 2011 is 6.9% (Md. Dept. of Labor, Licensing, & Regulation).

The number of uninsured residents in Anne Arundel County is growing as the economy continues to struggle.²

The geography of Anne Arundel County creates a challenge in accessing healthcare. Parts of the county consist of a series of peninsulas making a comprehensive public transportation system too expensive to maintain.

According to the report, "Poverty Amidst Plenty"³, only 3 percent of Anne Arundel County residents utilized public transportation to get to work. Inadequate transportation is not only a barrier for employment; it is also a barrier to access other needed services such healthcare.

Lastly, the county is considered a high risk area for bioterrorism as its geography contains the National Security Agency, the U.S. Naval Academy, the Baltimore-Washington Thurgood Marshall International Airport, and Fort Meade. Because of BRAC (Base Realignment and Closure), Fort Meade has grown to over 48,000 military, government service civilian, and contractor employees. This has increased the demand for healthcare services in West County. In response to this increased demand, the hospital is developing a medical office building in Odenton in partnership with Johns Hopkins. The medical office building is anticipated to be opened in the Fall of 2012.

b. In table II, describe significant demographic characteristics and social determinants that are relevant to the needs of the community and include the source of the information in each response. For purposes of this section, social determinants are factors that contribute to a person's current state of health. They may be biological, socioeconomic, psychosocial, behavioral, or social in nature. (Examples: gender, age, alcohol use, income, housing, access to quality health care, having or not having health insurance)

Table II

CBSA ⁴ (Target Population Demographics) (Anne Arundel County as CBSA)	Total Population: 521,209 Male: 49.6% Female: 50.4% Race (NH = non-Hispanic) White: 74.4% Black, NH: 15.4% Hispanic: 4.9% Asian, NH: 3.2% American Indian, NH: 0.3% Other, NH: 1.8% Median Age: 38.0
Median Household Income within CBSA	\$81,824
Percentage of households with incomes below the federal poverty guidelines within the CBSA	3.3%
Estimate percentage of uninsured people by county within CBSA	8.8%
Percentage of Medicaid recipients by county ⁵ within the CBSA	Eligibility month of June, 2011 Total active recipients: 11,577 (2.2%) per Anne Arundel County Health Department Adult recipients: 2,148 (.41%) Child recipients: 9,429 (1.81%) Per HSCRC, CY2010 Average Monthly Medicaid Enrollees in Anne Arundel Co. = 52,437

2 Anne Arundel Department of Health- "Measuring Success" Report Card of Community Health Indicators (2011)

3 Poverty Amidst Plenty, Third Edition, 2010 Community Foundation of Anne Arundel County and the Anne Arundel County Partnership for Children, Youth and Families

4 Anne Arundel Department of Health- "Measuring Success" Report Card of Community Health Indicators (2011)

5 Maryland Dept. of Human Resources, Maryland Health Services Cost Review Commission (HSCRC) CY2010 Average Monthly Medicaid Enrollment

Life expectancy by county within the CBSA	79.1 years
Mortality rates by county with the CBSA	Coronary Heart Disease 198.8 Stroke 41.3 Diabetes 24.0 Unintentional Injury 24.2 All Cancer 195.2 Lung Cancer 62.2 Female Breast Cancer 26.4 Homicide 4.0 Suicide 9.4 (age-adjusted rates per 100,000 population as of 2009)
Access to healthy food ⁶	56% have access to healthy food. There are several produce stands and farmers markets throughout Anne Arundel County.
Housing ⁷	Further complicating the lives of low and middle-income people in Anne Arundel County has been the escalation in housing costs that accompanied the growing affluence and population of the county. While the recent downturn in the real estate market has provided some relief, it is also creating as many problems as it solves for those with limited incomes due to the fact that incomes are declining faster than housing costs.
Transportation ⁷	There is limited public transportation in Anne Arundel County which creates barriers to work and public services. Three (3) percent of Anne Arundel residents utilize public transit to get to work. Access to work and public services rely heavily on access to an automobile. However, 8,000 families lacked access to a motor vehicle as of 2008.
Diabetes/Obesity ⁸	10.5% of Anne Arundel County residents have been diagnosed with Diabetes, ranking 10 th in the State, greater than the State-wide average (9.4%) Adult Obesity and Overweight rates for Anne Arundel County are 37.8% and 28.5%, respectively, based upon BMI.
Infant Mortality ⁸	The infant mortality rate per 1,000 births is 4.9. Infant Mortality by race in A. A. Co: White 4.1, African American 9.0.
Tobacco Use ⁹	<u>Adult:</u> Adult tobacco use in Anne Arundel County correlates to its high incidence of lung cancer (greater than U.S. and Md. rates) with 42.9% of respondents currently smoking or former smokers. Nationwide, 36.5 % of Medicaid recipients (age 18-65) smoke, compared to 22.7 % of the general adult population under 65. (American Lung Association <i>State of Tobacco Control 2010</i>) <u>Adolescent:</u> Anne Arundel County 12 th graders exceeded the State's tobacco use rate (30.8%) with a rate of 35.9%.
Cancer ¹⁰	Mortality rate for Cancer (all types) in Anne Arundel County is 195.2, greater than the State cancer mortality rate of 179.3.
Heart Disease and Stroke ¹⁰	Mortality rate for Heart Disease in Anne Arundel County is 198.8, greater than the State mortality rate of 196.8. Mortality rate for Stroke in Anne Arundel County is 41.3, greater than the State mortality rate of 40.0.

6 www.countyhealthrankings.org

7 Poverty Amidst Plenty, Third Edition, 2010 Community Foundation of Anne Arundel County and the Anne Arundel County Partnership for Children, Youth and Families

8 Maryland Behavioral Risk Factor Surveillance System 2010

9 Maryland Behavioral Risk Factor Surveillance System 2010 , 2007 Maryland Adolescent Survey-Maryland State Department of Education

10 Maryland Vital Statistics Annual Report 2009 published 9/30/10 by Maryland Dept. of Health and Mental Hygiene

Substance Abuse	<p><u>Adult:</u> The rate of adult binge drinkers in the County is 18.4%.</p> <p><u>Adolescent:</u> The State rate of alcohol use (ever used) by 12th graders was 66.6%. A. A. Co.'s rate was significantly higher at 75.8%. 45.9% of A. A. Co.'s surveyed 12th graders ever used marijuana – higher than the State rate of 38.7%. A. A. Co. 12th graders ever using “other drugs” was 49.8%, higher than the State rate of 42.2%.</p>
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II. Community Health Needs Assessment:

- 1. A description of the process used to conduct the assessment;**
- 2. With whom the hospital has worked;**
- 3. How the hospital took into account input from community members and public health experts;**
- 4. A description of the community served; and**
- 5. A description of the health needs identified through the assessment process.**

1. Identification of Community Health Needs: Describe in detail the process(s) your hospital used for identifying the health needs in your community and the resource(s) used.

The process used to identify the health needs of our community includes analyzing data and conducting primary and secondary market research. The data analysis includes reports on the national, state, and county level. Hospital-level data and Nielsen Claritas demographic data is also analyzed. The research includes feedback from our consumer surveys, patient satisfaction surveys, patient advisory groups, customer call center inquiries and feedback from our community outreach and educational sessions. The hospital’s ongoing work with community groups and participation in advisory boards, committees and councils creates a continuous communication process, bringing new ideas and identifying specific needs from Anne Arundel County residents and organizations into the hospital’s community needs planning process.

The hospital’s community benefit initiatives reflect the needs of our community. The following are resources utilized in collecting and analyzing data for FY11: Anne Arundel County Health Department’s Local Health Plan 2011, Anne Arundel County Health Department’s 14th Annual (2011) Report Card of Community Health Indicators, “Measuring Success”, and the County’s report called “Poverty Amidst Plenty: A Guide to Action” (2010).

2. In seeking information about community health needs, what organizations or individuals outside the hospital were consulted?

Anne Arundel Medical Center consulted with the following:

Anne Arundel County

- **Department of Health** – *Pre-Natal Care Program, Comenzando Bien, and WIC Program*
- **Department of Aging and Disabilities** – *LIVING WELL with Chronic Conditions and The Future is Now Workshop Series*
- **Fire Department** – *Disaster Preparedness Drill, Pyxis Station – Medication for patients via EMS*
- **A. A. Co. Public Schools** – *Community Health Center Advisory Committee*
- **A. A. Co. Dept. of Social Services** – *Community Health Center Advisory Committee*

- **A. A. Co. Emergency Medical Services (EMS) – Emerg. STEMI Program, Disaster Preparedness Drill**
- **A. A. Co. FIMR (Fetal Infant Mortality Review) Committee – to decrease infant mortality**

City of Annapolis

- **Recreation and Parks Department – Annapolis Community Health Initiative**
- **City Emergency Medical Services (EMS) – Disaster Preparedness Drill**
- **City Police Department – Disaster Preparedness Drill**
- **City Housing Authority – Community Health Center Advisory Committee**

Pediatric Physician Groups – Pediatric Emergency Department Development

Lighthouse Shelter – Volunteer Health Services for the Homeless, Ride for Shelter, Homeless Resource Day, Thanksgiving Day food basket drive, Cultural Diversity Initiative

Private Individuals from the Local Community – Patient and Family Advisory Group

U. S. Naval Academy – Disaster Preparedness Drill

Johns Hopkins Home Health Group – Congestive Heart Failure (CHF) Readmission Prevention Prog.

Anne Arundel Community Action Partnership – Community Health Center Advisory Committee

Annapolis Youth Services Bureau – Community Health Center Advisory Committee

Center of Help (Annapolis) – Community Health Center Advisory Committee

Family & Children’s Services of Central Maryland – Community Health Center Advisory Committee

Md. Community Health Resources Commission – Community Health Center Advisory Committee

Anne Arundel Community Action Partnership – Community Health Center Advisory Committee

Md. Patient Safety Center Neonatal Collaborative – to decrease infant mortality, reduce infections, etc.

Md. Perinatal Learning Network – to improve perinatal care

Md. DHMH/Med Chi Maternal Mortality Review Committee– to decrease maternal mortality

3. When was the most recent needs identification process or community health needs assessment completed? (month, day, year)

The community health needs assessment was completed in April 23, 2009, as part of the development of the AAHS 10 year strategic plan; Vision 2020 *Living Healthier Together*. The strategic plan is committed to further developing services and programming to serve the community. A primary goal of the plan is to partner with community providers to build a system of care to promote healthier living through prevention and improvement of health status.

4. Although not required by Federal Law until 2013, has your hospital conducted a community health needs assessment that conforms to the definition on the previous page within the past three fiscal years?

- Yes**
- No**

If you answered yes to this question, please provide a link to the document or attach a PDF of the document with your electronic submission.

See attached PDF document titled: Community Needs Assessment.

III. Community Benefit Administration

1. Does your hospital have a CB strategic plan?

Yes

2. 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):

a. Senior Leadership

CEO

CFO

Other (please specify) Vice President of Strategic Planning, Chief Nurse Officer

b. Clinical Leadership

Physician

Nurse

Social Worker

Other (please specify)

c. Community Benefit Department/Team

Individual (part-time) (please specify FTE)

Committee (please list members)

Community Education Outreach Council-Monthly Meeting

Representative(s) from the following internal departments:

Diabetes/Wound Center, Physician Relations, Community Health and Wellness, Community Health Center, Outreach Center, Marketing and Communications, Cancer Prevention, Dare to Care Vascular Screening, Bloodmobile, Foundation, Auxiliary, Joint and Spine, Lifeline, Anne Arundel Diagnostic Imaging, Women's and Children's, Pathways, Patient Advocacy.

d. Other

Other (please describe)

Strategic Planning Sub-Committee to the Board of Directors develops, reviews, and approves the Community Benefit Report and Strategic Plan.

Director of Decision Support/ Planning Analyst

Director of Reimbursement

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

Spreadsheet Yes

Narrative Yes

4. Does the hospital's Board review and approve the completed FY Community Benefit Report that is submitted to the HSCRC?

Spreadsheet Yes

Narrative Yes

IV. Hospital Community Benefit Program And Initiatives

1. Please use Table III to provide a clear and concise description of the needs identified in the process described above, the initiative undertaken to address the identified need, the amount of time allocated to the initiative, the date and outcome of any evaluation of the initiative, and whether the initiative will be continued. Use at least one page for each initiative (at 10 point type).

Examples:

- **Identified Need**
- **Name of Initiative**
- **Primary Objective of the Initiative**
- **Single or Multi-Year Plan**
- **Key Partners in Development/Implementation**
- **Date of Evaluation**
- **Outcome**
- **Continuation of Initiative**

2. Were there any primary community health needs that were identified through a community needs assessment that were not addressed by the hospital?

If so, why not?

Yes, there are some community health needs identified that were not yet addressed by AAMC but will be in future years (including the increasing obesity rates). This year the hospital focused primarily on addressing the unmet health care needs of the uninsured and underinsured by opening the Community Health Center. AAMC also focused on the top two leading causes of death documented in our Community Needs Assessment: cancer and heart disease through community education and screening.

V. Physicians

1. As required under HG19-303, provide a written description of gaps in the availability of specialist providers, including outpatient specialty care, to serve the uninsured cared for by the hospital.

There is a significant shortage of Primary Care Physicians (PCPs) in the region especially in Anne Arundel County and Prince George's County per the 2009 Rand Corporation Report.

Anne Arundel County has 89 PCP's per 100,000 residents

Prince George's County has 83 PCP's per 100,000 residents

This shortage results in seriously limited access to primary care in parts of our Community Benefit Service Area. Building primary care access is essential to our strategic plan, *Vision 2020*. Enhancing accessibility and making care less fragmented will help to increase the focus on prevention and improving quality of life.

This year, the most significant effort in this regard was to open the Community Health Center.

2. If you list Physician Subsidies in your data category C of the CB Inventory Sheet, please indicate the category of subsidy, and explain why the services would not otherwise be available to meet patient demand. The categories include: Hospital-based physicians with whom the hospital has an exclusive contract; Non-resident house staff and hospitalists; Coverage of Emergency Department Call; Physician provision of financial assistance to encourage alignment with the hospital's financial assistance policies; and Physician recruitment to meet community need.

The hospital provides:

- 24/7 hospitalist coverage including medical (adult & pediatric), surgical, obstetrics and critical care (intensivists) and specialty programs for Thoracic Surgery, Neonatal Ophthalmology, Gyn Oncology, Palliative Care, Neurology/Stroke, Women's Pelvic Health, Surgical Oncology Program, & the Breast Center, \$6,956,891 (Line C92).

- 24/7 Emergency Department On-Call Physician(s), \$444,267.36 (Line C91).
- Contributed \$62,000 (Line C10) in FY11, working in collaboration with the Anne Arundel County Health Department to provide physician(s) and mid-wives for patients that participate in the Anne Arundel County Department of Health Pre-natal Maternity Clinic, which provides care for uninsured Latina women whose infants would be Medicaid-eligible.
- Contributed \$50,000 in FY11 (Line C40), working in collaboration with Johns Hopkins Physicians to treat uninsured patients that present at the Kent Island Urgent Care Center.

VI. Appendices

1. Describe your Charity Care policy. Include a copy of your hospital's charity care policy (label appendix 2).

Please see the attached Appendix 1 for a description of AAMC's Charity Care Policy and Appendix 2 for the actual policy.

2. Attach the hospital's mission, vision, and value statement(s) (label appendix 3).

See attached Appendix 3 for AAMC's Mission, Vision, and Value statements.

TABLE III

Anne Arundel Medical Center FY11-CBR

Identified Need	Hospital Initiative	Primary Objective of the Initiative	Single or Multi-Year Initiative Time Period	Key Partners and/or Hospitals in initiative development and/or implementation	Evaluation Dates	Outcome	Continuation of Initiative
<p>Disparities in Access to quality health care</p> <p>Uninsured and Underinsured Population</p>	<p>Primary Care Medical Home</p> <p>AAMC Community Health Center located at 1419 Forest Drive, Annapolis, MD 21401</p> <p>The AAMC Primary Care Medical Home is designed to be a "primary care medical home" where a team of health professionals provides continuous, comprehensive, and coordinated care throughout a patient's lifetime. Our team meets the needs of the uninsured and underinsured by providing access to affordable primary health care services. The center is located on local bus routes.</p>	<p>To provide quality, affordable healthcare to the uninsured and underinsured. To reduce emergency room visits by providing medical services with an emphasis on early intervention and prevention of disease. Strategically placed with access to local bus routes.</p>	<p>Multi-Year Plan</p> <p>AAMC Community Health Center opened in January 2011.</p>	<p>AAMC</p> <p>Department of Social Services</p> <p>Anne Arundel County Health Department</p> <p>Center for Help (Annapolis)</p> <p>MCHRC</p>	<p>CHC opened January, 19, 2011.</p> <p>The CHC Advisory Board meets quarterly with ongoing evaluation.</p>	<p>The CHC opened January 19, 2011 and now employs 8 staff. 75% of staff is bilingual. We are providing access to medical care for the uninsured and underinsured residents of Anne Arundel County to include Medical Assistance (Amerigroup/Priority Partners/United Healthcare Community and State (Americhoice), PAC (primary adult care), The REACH Program and self-pay with a sliding scale based on income and family size. Between January 2011 and October 2011, the center provided medical care to 3,597 patients (46% Spanish speaking).</p>	<p>Yes</p>

TABLE III

Anne Arundel Medical Center FY11-CBR

Identified Need	Hospital Initiative	Primary Objective of the Initiative	Single or Multi-Year Initiative Time Period	Key Partners and/or Hospitals in initiative development and/or implementation	Evaluation Dates	Outcome	Continuation of Initiative
Disparities in Access to quality health care Uninsured Population	Free Medical Clinic -- Annapolis Outreach Center located at 92 W. Washington Street, Annapolis, MD 21401 Provides primary care, specialty care, dental services, medication and diagnostic testing.	Annapolis Outreach Center is a free clinic that was established in 1994 to provide medical care for those that are uninsured and otherwise may not be able to obtain proper medical care. The center is located in downtown Annapolis where the majority of the need is for the un-insured population. 75% of the care rendered at the Outreach Center is by volunteer providers. There are over 300 volunteers to include, physicians, dentist, radiologist, anesthesiologist, nurses, translators and clerical staff with combined volunteer hours of over 5,000 per year to assist in keeping the clinic open.	Multi-Year 1994- Current	City of Annapolis Anne Arundel Medical Center Private Physicians Private Dentists Nurses Dental Hygienist Affiliation with University of Maryland Dental School	Initial 1994 Yearly thereafter	In 1994 there were 150 patient visits. At the end of FY11, there were 7,863 medical visits and 1,100 dental visits. The community continues to have a high need for this service.	Yes. By the growing number of patient visits, the Annapolis Outreach Center meets a specific community need for individuals who would not be able to obtain medical care otherwise.

TABLE III

Anne Arundel Medical Center FY11-CBR

Identified Need	Hospital Initiative	Primary Objective of the Initiative	Single or Multi-Year Initiative Time Period	Key Partners and/or Hospitals in initiative development and/or implementation	Evaluation Dates	Outcome	Continuation of Initiative
<p>“Green Initiative/Program” at AAMC to improve the health of the staff and community.</p>	<p>The E.A.R.T.H. Advisors Committee LEED (Leadership in Energy & Environmental Design) Green Cleaning Products Education Outreach Waste & Segregation Reduction Toxin Reduction Hospital campus-wide recycling.</p>	<p>To protect the health of employees and the surrounding community by implementing environmentally friendly initiatives. Our Acute Care South Pavilion is the first 24/7 hospital to be LEED Gold Certified.</p>	<p>Multi-Year Initiative 2006-Ongoing</p>	<p>US Green Building Council All staff Gilbane Contractors Ascent Reduction in Motion-Waste Management Consulting Business</p>	<p>2006 initiative began Ongoing evaluation and implementation to enhance current program.</p>	<p>Dedicated part-time Sustainability Manager Position LEED Gold Certification of Acute Care South Pavilion UPS and Alkaline Battery Recycling: 2007 program began to reduce incinerated batteries. Reusable Sharps Containers: March 2011 AAMC implemented a reusable sharps program. Reprocessing/Remanufacturing: January 2011 AAMC partnered with Ascent to begin reduction of regulated medical and landfill waste. Education Outreach: Key speaker at several major conferences in FY11. Green Seal Certified Cleaners are used at AAMC.</p>	<p>Yes</p>

Appendix 1

Description of Charity Care Policy

Anne Arundel Medical Center does not deny anyone access to medically necessary services based on ability to pay. AAMC assists patients in application for financial assistance. The hospital dedicates Financial Counselors to navigate patients and their families through applications for federal, state and local county funded programs that will best fit their financial circumstances. Free care, sliding scale-reduced cost services and interest free payment programs are available to individuals that may not qualify for Medicaid or other coverage.

To ease the burden of Medicaid applications, resources are allocated to helping individuals gather documents to complete Medicaid enrollment requirements. The hospital shares the cost of an on-site local Department of Health worker to evaluate Medicaid application. Within two business days of a patient's application for financial assistance, Medicaid programs, or both, the Financial Counselors may be able to notify the applicant of their probable eligibility.

The hospital posts a summary of its policy informing patients of the availability of financial assistance in all registration, admitting areas, and website. The notice of available financial assistance is published in "The Capital" newspaper annually.

Appendix 2



Anne Arundel Medical Center

Hospital Charity Care Policy

PURPOSE

- To promote access to all medically necessary services regardless of an individual's ability to pay.
- To provide a mechanism for evaluating each family's actual need for hospital financial assistance in lieu of other resources and payers.
- To ensure fair treatment of all applicants and applications.

POLICY

Anne Arundel Medical Center does not deny anyone access to medically necessary services based on ability to pay.

All Uncompensated Care applications shall be submitted to the Financial Counselors for processing. The Financial Counselors will process all applications according to Federal Poverty Guidelines - Category B and in a manner considered fair and equitable to all applicants.

PUBLIC NOTICE

1. Public notice and information regarding the Medical Center's charity care policy shall include the following:
 - a) Annual notice that charity care is provided and the criteria under which it will be provided will be published in the local newspaper, The Capital.
 - b) The notice provided by the United States Department of Health and Human Services regarding medical care for those who cannot afford to pay is posted at the point of admission, the business office, cashier, and emergency room.
 - c) Individual notice is provided to each person seeking service at the time of admission or pre-admission testing.

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ELIGIBILITY GUIDELINES

INCOME REQUIREMENTS

1. To qualify for the 100% charity allowance the yearly gross family income must not exceed 200% the current poverty income guidelines established by the Department of Health and Human Services.
2. To qualify for the 80% charity allowance the yearly gross family income must not exceed 230% the current poverty income guidelines established by the Department of Health and Human Services.
3. To qualify for the 60% charity allowance the yearly gross family income must not exceed 260% the current poverty income guidelines established by the Department of Health and Human Services.
4. To qualify for the 40% charity allowance the yearly gross family income must not exceed 300% the current poverty income guidelines established by the Department of Health and Human Services.
5. To qualify for the 20% charity allowance the yearly gross family income must not exceed 330% the current poverty income guidelines established by the Department of Health and Human Services.

The Policy is summarized in the following table:

AAMC - Charity Guidelines Sliding Fee Schedule	
Income Category compared to the Federal Poverty Guideline	Charity Allowance
200% or Below	100%
Up to 230%	80%
Up to 260%	60%
Up to 300%	40%
Up to 330%	20%

Qualification may be calculated by either of the following methods:

- a) Multiplying by four the person's income for the three months preceding the determination of eligibility.
- b) Using the person's actual income for the 12 months preceding the determination of eligibility.

INCOME VALIDATION REQUIREMENTS

1. The process of determining the validity of the reported income may include any one of the following methods:
 - a) Most recent pay stubs preceding the determination.
 - b) Tax Return for the year preceding the determination.

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- c) Statement from the employer.
- d) Statement from the applicant or spouse as to the lack of income.
- e) Statement from an interested party having reasonable knowledge of the income status of the applicant, i.e., Anne Arundel Medical Center Patient Accounts Personnel, Social Worker, Clergy or Friend.

DETERMINATION OF ELIGIBILITY

Within two business days of a patient's initial request for charity care services, application for medical assistance, or both, the Financial Counselors will inform the applicant of their probable eligibility.

MEDICAID ELIGIBILITY

Applicants for Uncompensated Care who may qualify for Medicaid or Medical Assistance are required to apply for either Medicaid or Medical Assistance with the appropriate agency. The instruction should be given to the applicant at the time of the request and should be followed-up by the appropriate personnel. The applicant must be approved for Uncompensated Care when applicable and should not be denied or deferred on the basis of potential eligibility for Medicaid.

APPROVED: WLH: 6/04

REVISED: 1/05

APPROVED: WLH: 1/05

REVISED: 2/05

APPROVED: WLH: 2/05

Appendix 3

Hospital Mission Statement

Mission

To enhance the health of the people we serve.

Vision

Living Healthier Together.

Core Values

Passion for excellence is at the center of all that we do. The following values aid in this pursuit:

1. Compassion
2. Trust
3. Dedication
4. Quality
5. Innovation
6. Diversity
7. Collaboration

Anne Arundel Medical Center

Community Needs Assessment

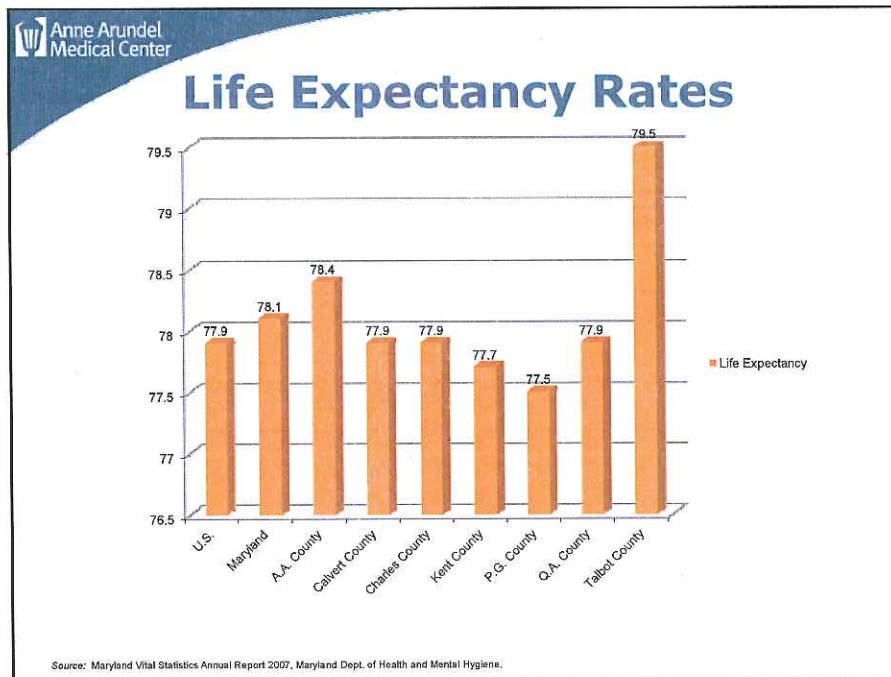
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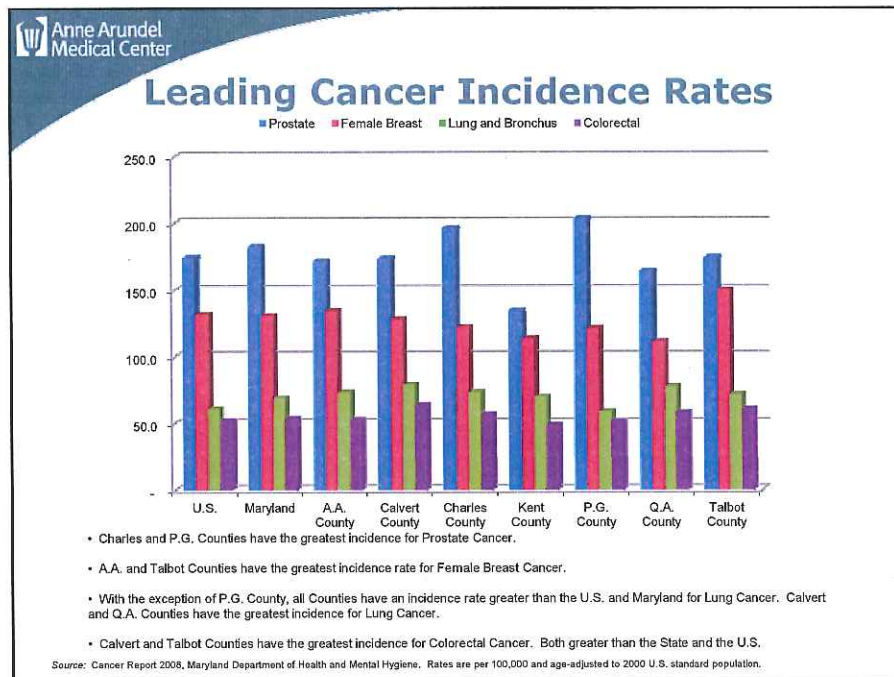
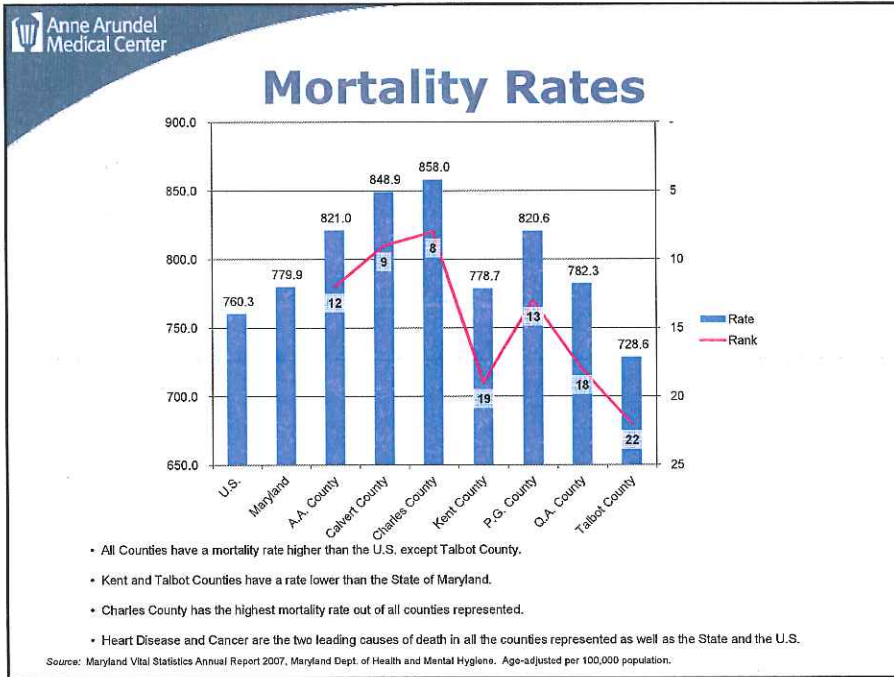
Anne Arundel Medical Center

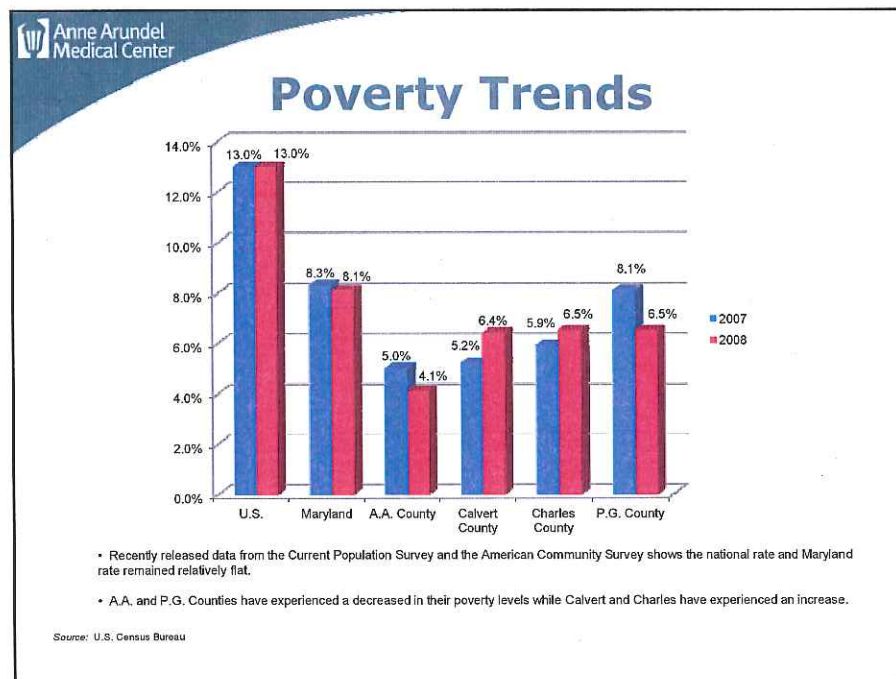
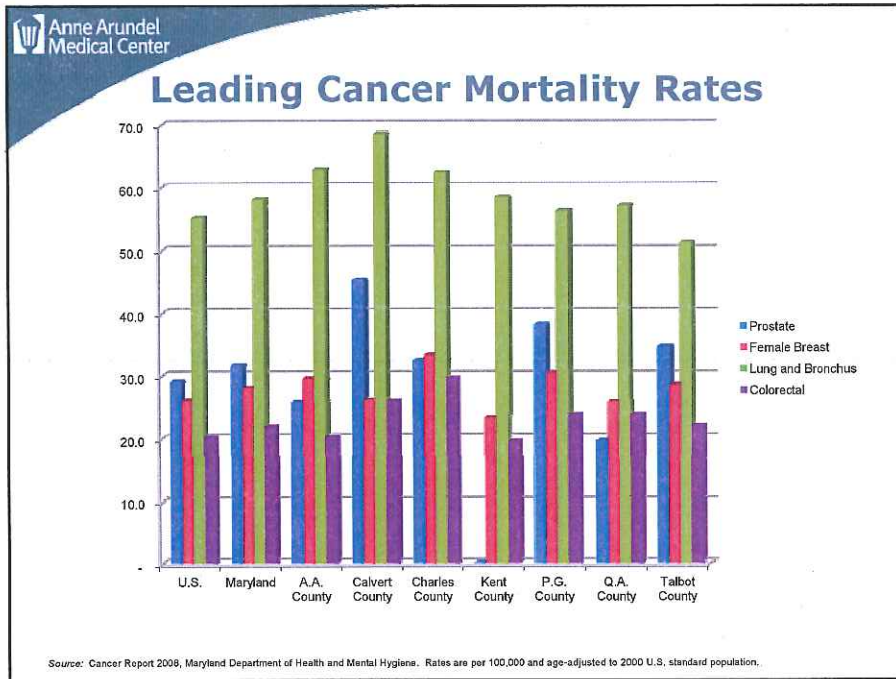
Demographics

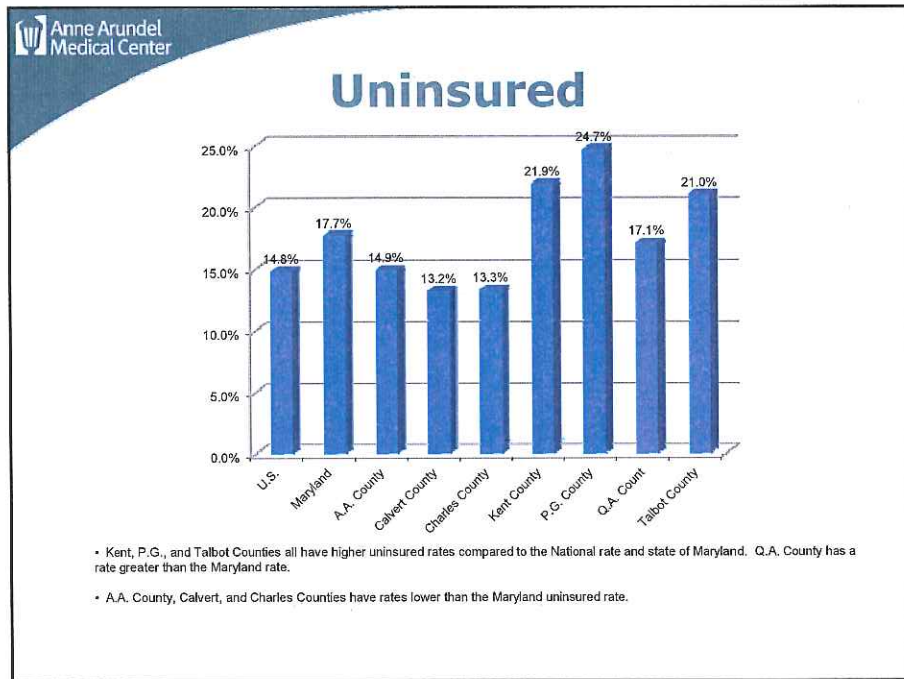
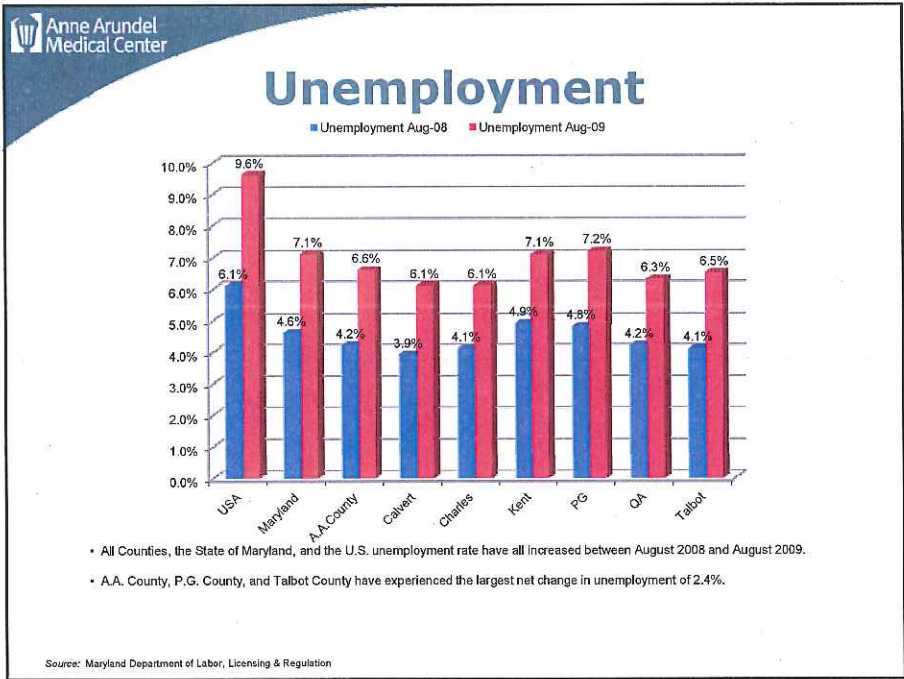
	A.A. County	Calvert County	Charles County	Kent County	P.G. County	Q.A. County	Talbot County	Maryland	United States
Population									
Total Population	511,537	91,313	144,423	20,130	845,602	47,381	36,677	5,683,270	304,141,549
5-Year % Growth	2.1%	10.7%	10.0%	2.6%	2.7%	8.7%	5.0%	3.9%	4.9%
Male	49.6%	49.2%	48.7%	48.2%	48.1%	49.3%	47.7%	48.4%	49.3%
Female	50.4%	50.8%	51.3%	51.9%	51.9%	50.7%	52.3%	51.6%	50.7%
Race, Age and Ethnicity									
White	78.0%	82.8%	54.6%	80.7%	22.7%	89.4%	82.7%	60.5%	72.7%
African American	15.1%	13.2%	38.5%	15.3%	64.5%	7.5%	13.7%	29.2%	12.4%
Asian	3.1%	1.2%	2.5%	0.8%	3.6%	0.9%	0.8%	5.0%	4.4%
American Indian	0.3%	0.3%	0.7%	0.2%	0.3%	0.2%	0.2%	0.3%	0.9%
Hispanic, any race	3.9%	2.3%	3.5%	3.7%	12.4%	1.8%	2.8%	6.3%	15.2%
Under 5 Years Old	6.5%	5.8%	6.6%	4.6%	7.1%	5.6%	5.1%	6.5%	6.8%
18 Years and Over	76.0%	75.8%	74.5%	81.8%	74.5%	77.5%	80.5%	75.9%	75.6%
65 Years and Over	11.3%	9.9%	8.6%	19.7%	9.2%	13.4%	22.3%	11.9%	12.7%
Median Age	38.1	37.2	35.4	41.5	35.0	40.2	44.2	37.6	38.7
Household and Economic Indicators									
Median Household Income	\$ 80,790	\$ 86,425	\$ 80,487	\$ 50,357	\$ 69,011	\$ 74,982	\$ 58,765	\$ 67,759	\$ 50,170
Poverty Level	5.0%	5.2%	5.9%	12.7%	8.1%	6.1%	8.3%	8.3%	13.0%
Unemployment Rate August 2009	6.6%	6.1%	6.1%	7.1%	7.2%	6.3%	6.5%	7.1%	9.6%
Uninsured (Ages 18 - 64)	14.9%	13.2%	13.3%	21.9%	24.7%	17.1%	21.0%	17.7%	14.8%

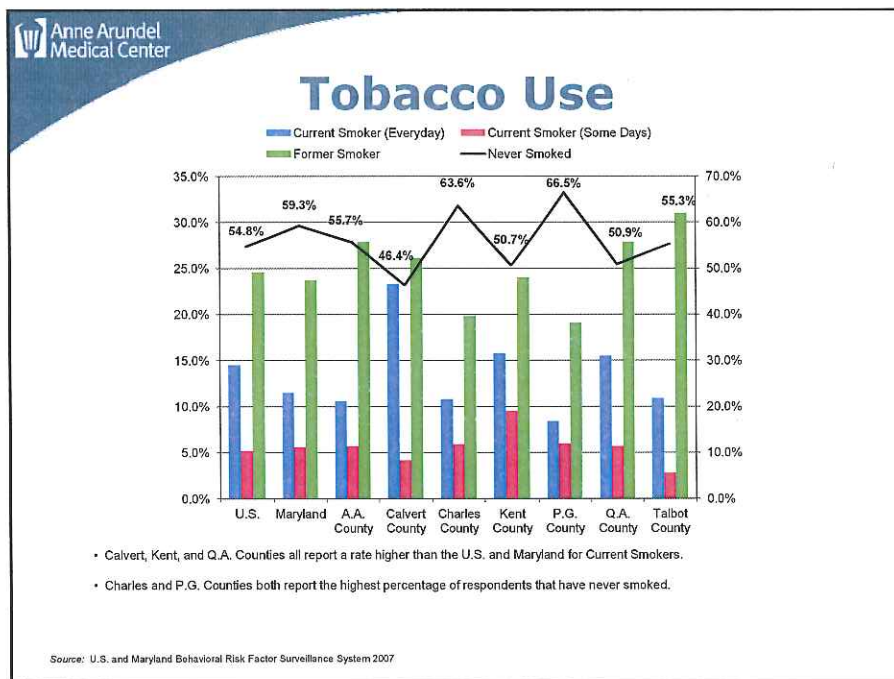
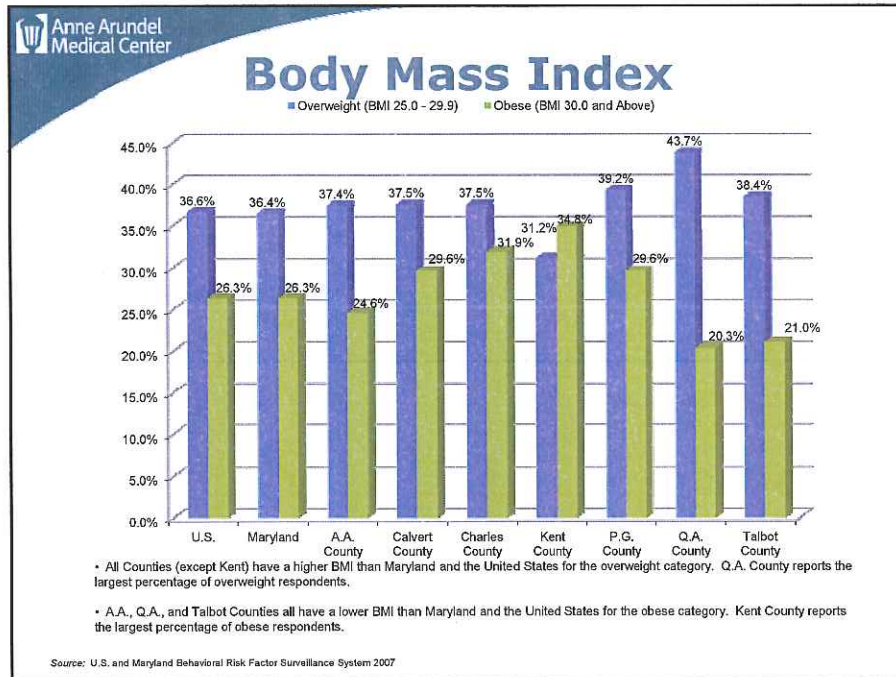
- Anne Arundel Medical Center
- Calvert, Charles, and Queen Anne's Counties are projected to have the grow faster than the United States over the next 5 years
 - Anne Arundel, Kent, and Prince George's are projected to grow slower than the United States over the same period
 - Eastern Shore counties have an older population when compared to the State and the United States
 - Charles and Prince George's Counties have a larger population of minorities when compared to the State and the United States.

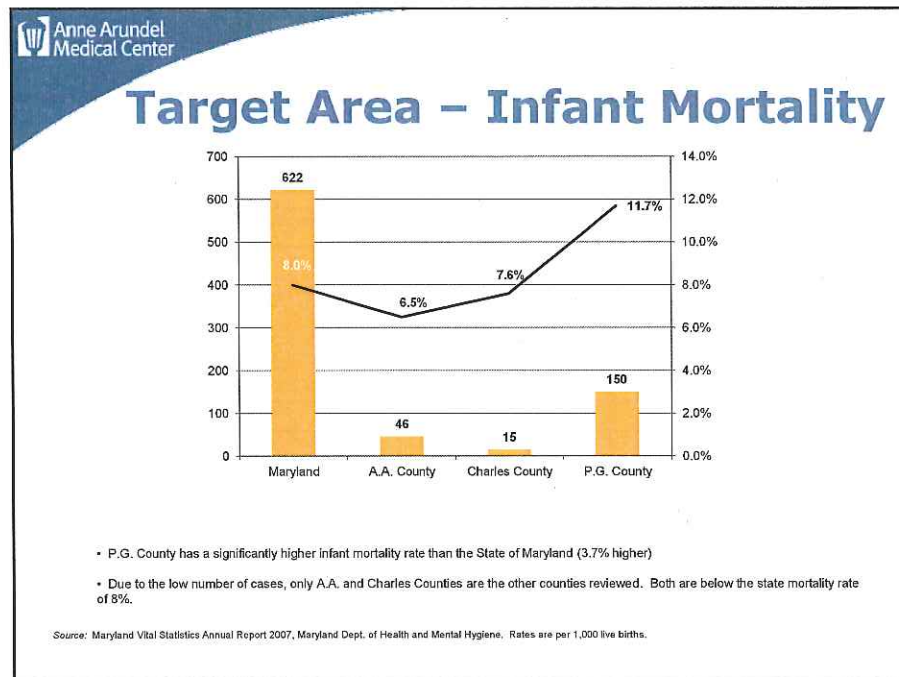
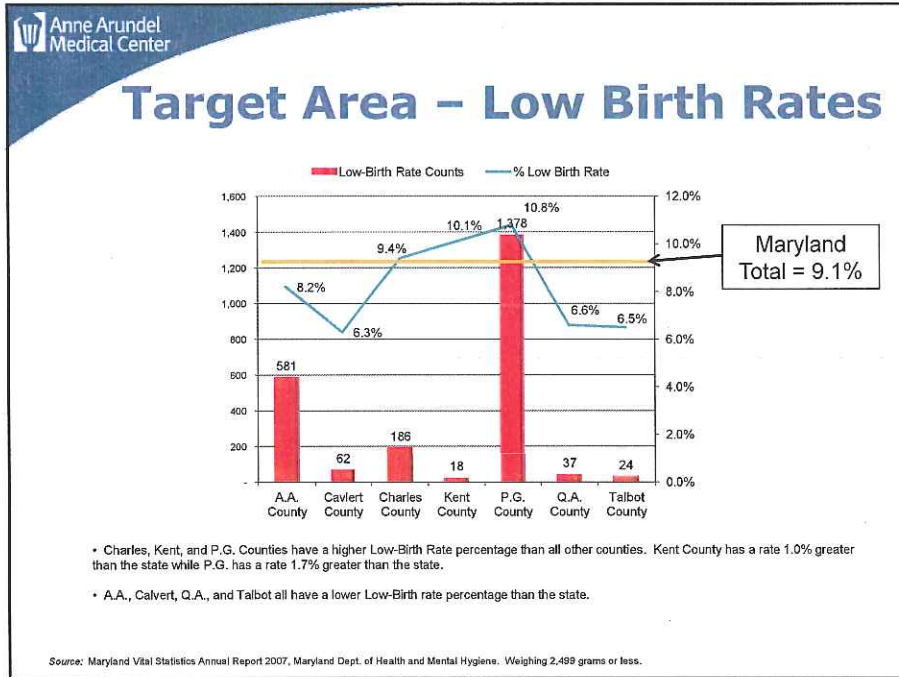


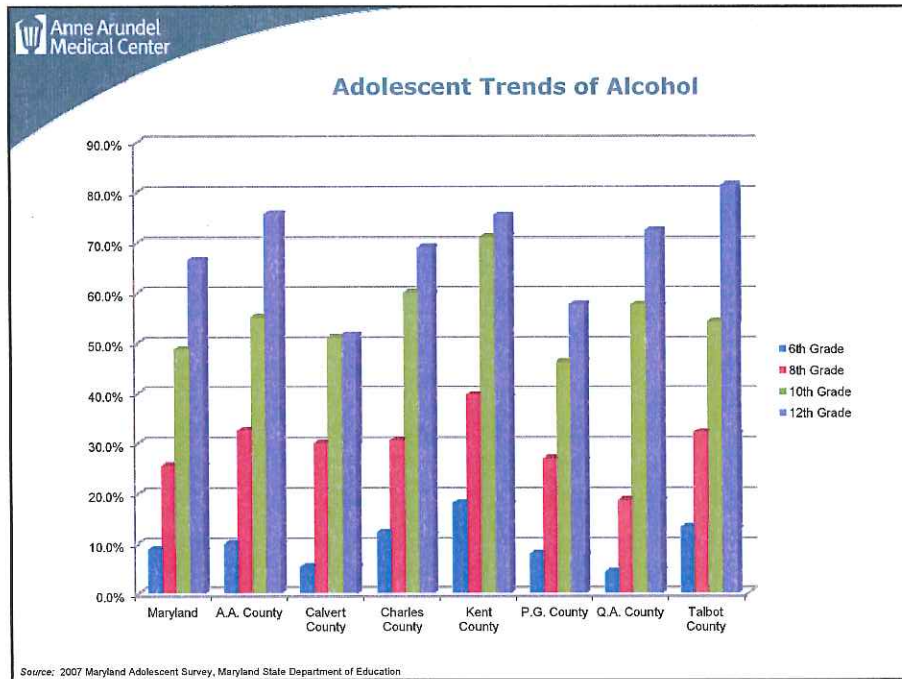
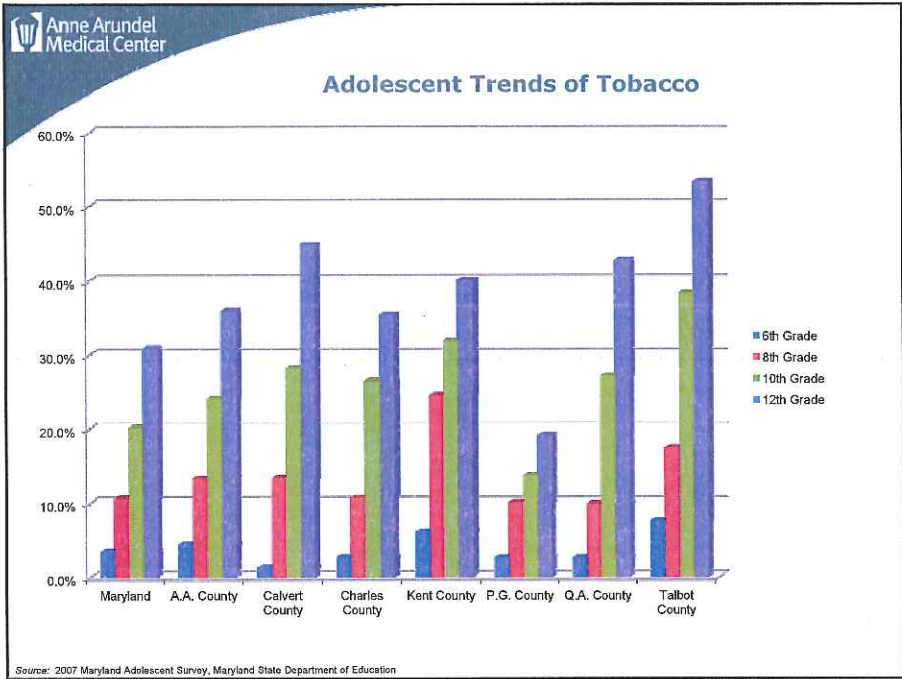


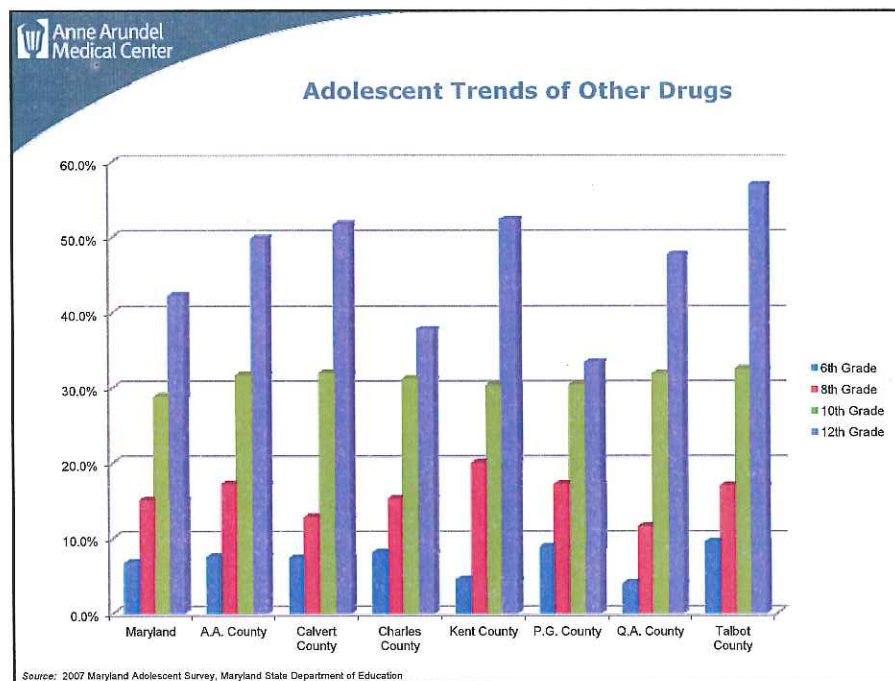
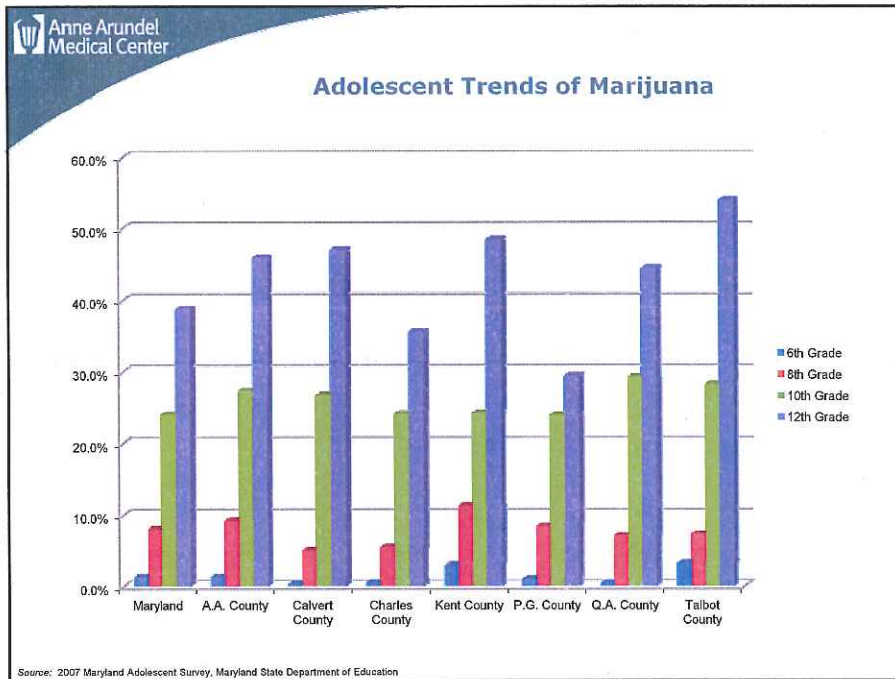












Anne Arundel Medical Center

Anne Arundel County

Anne Arundel Medical Center

Leading Causes of Death

Anne Arundel County

Cause of Death	Count
Cancer	968
Heart Disease	881
Stroke	188
CLRD*	182
Unintentional Injuries	119
Diabetes	113
Alzheimer's Disease	88
Influenza and Pneumonia	81
Septicemia	66
Suicide	49

Maryland

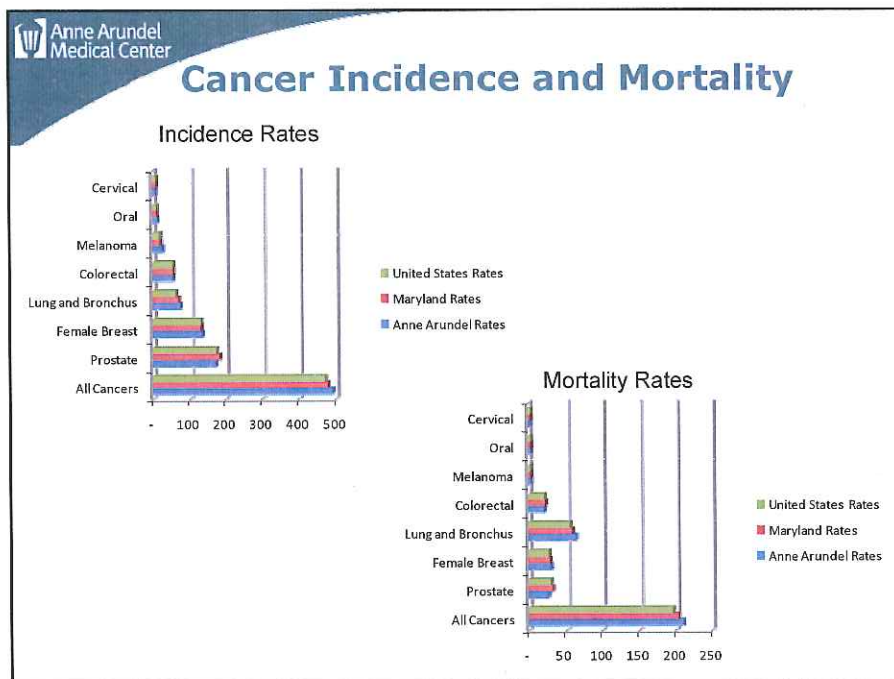
Cause of Death	Count
Heart Disease	11,346
Cancer	10,142
Stroke	2,238
CLRD*	1,893
Unintentional Injuries	1,470
Diabetes	1,297
Influenza and Pneumonia	1,006
Septicemia	921
Alzheimer's Disease	880
Nephritis	728

*Chronic lower respiratory diseases include both chronic obstructive pulmonary disease and asthma.
 Data Source: Death Certificate Data, Maryland Division of Health Statistics, Maryland Department of Health and Mental Hygiene (DHMH).

*Chronic lower respiratory diseases include both chronic obstructive pulmonary disease and asthma.
 Data Source: Maryland Vital Statistics Annual Report 2007

Cause of Death	Cases						Mortality			
	A.A. County		Maryland		US		A.A. County		Maryland	US
	Rank	Cases	Rank	Cases	Rank	Cases	Rank	Rate	Rate	Rate
Cancer	1	968	2	11,346	2	560,187	11	200.5	180.0	177.5
Heart Disease	2	881	1	10,142	1	615,651	14	209.4	203.0	190.7
Stroke	3	188	3	2,238	3	133,990	6	49.1	40.5	41.6
CLRD*	4	182	4	1,898	4	129,311	8	42.8	35.0	41.2
Unintentional Injuries	5	119	5	1,470	5	117,075	14	22.9	26.1	37.8
Diabetes	6	113	6	1,297	7	70,905	9	24.8	23.3	22.4
Alzheimer's Disease	7	88	9	880	6	74,944	4	21.3	16.0	22.8
Influenza and Pneumonia	8	81	7	1,006	8	52,847	3	22.0	18.2	16.3
Septicemia	9	66	8	921	10	34,851	7	15.0	16.7	11.0
Suicide	10	49	12	508	11	117,075	1	10.0	8.9	10.8
All Death	N/A	3,653		43,597		2,424,059	12	821.0	779.9	760.3

Source: Maryland Vital Statistics Annual Report 2007, Maryland Dept. of Health and Mental Hygiene



Anne Arundel Medical Center

Prince George's County

Anne Arundel Medical Center

Leading Causes of Death

Prince George's County

Cause of Death	Count
Heart Disease	1,378
Cancer	1,173
Stroke	241
Unintentional Injuries	204
Diabetes	191
Homicide	151
CLRD*	148
Septicemia	104
Influenza and Pneumonia	99
Alzheimer's Disease	89

Maryland

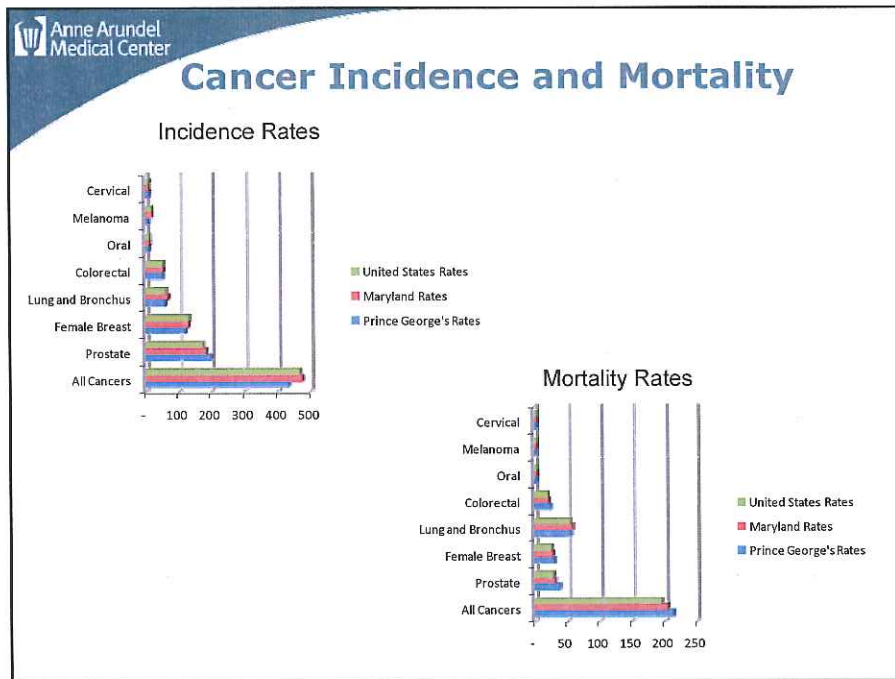
Cause of Death	Count
Heart Disease	11,346
Cancer	10,142
Stroke	2,238
CLRD*	1,898
Unintentional Injuries	1,470
Diabetes	1,297
Influenza and Pneumonia	1,006
Septicemia	921
Alzheimer's Disease	880
Nephritis	728


*Chronic lower respiratory diseases include both chronic obstructive pulmonary disease and asthma.
 Data Source: Death Certificate Data, Maryland Division of Health Statistics, Maryland Department of Health and Mental Hygiene (DHMH).

*Chronic lower respiratory diseases include both chronic obstructive pulmonary disease and asthma.
 Data Source: Maryland Vital Statistics Annual Report 2007


Cause of Death	Cases						Mortality			
	P.G. County		Maryland		US		P.G. County		Maryland	US
	Rank	Cases	Rank	Cases	Rank	Cases	Rank	Rate	Rate	Rate
Heart Disease	1	1,378	1	11,346	1	615,651	9	233.8	203.0	190.7
Cancer	2	1,173	2	10,142	2	560,187	18	183.8	180.0	177.5
Stroke	3	241	3	2,238	3	133,990	14	41.5	40.5	41.6
Unintentional Injuries	4	204	5	1,470	5	117,075	9	28.4	26.1	37.8
Diabetes	5	191	6	1,297	7	70,905	6	31.4	23.3	22.4
Homicide	6	151	11	576	15	17,520	-	17.5	10.4	5.8
CLRD*	7	148	4	1,898	4	129,311	17	25.9	35.0	41.2
Septicemia	8	104	8	921	10	34,851	5	19.7	16.7	11.0
Influenza and Pneumonia	9	99	7	1,006	8	52,847	10	18.7	18.2	16.3
Alzheimer's Disease	10	89	9	880	6	74,944	7	19.0	16.0	22.8
All Death	N/A	5,090		43,597		2,424,059	13	820.6	779.9	760.3

Source: Maryland Vital Statistics Annual Report 2007, Maryland Dept. of Health and Mental Hygiene



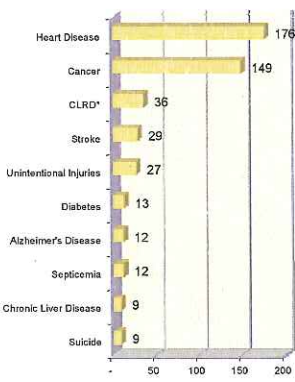


Calvert County



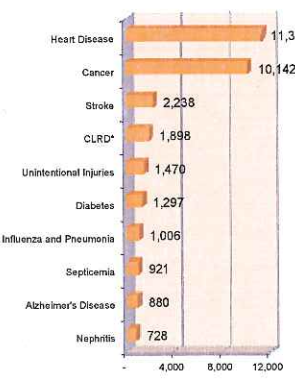
Leading Causes of Death

Calvert County



Cause of Death	Count
Heart Disease	176
Cancer	149
CLRD*	36
Stroke	29
Unintentional Injuries	27
Diabetes	13
Alzheimer's Disease	12
Septicemia	12
Chronic Liver Disease	9
Suicide	9

Maryland



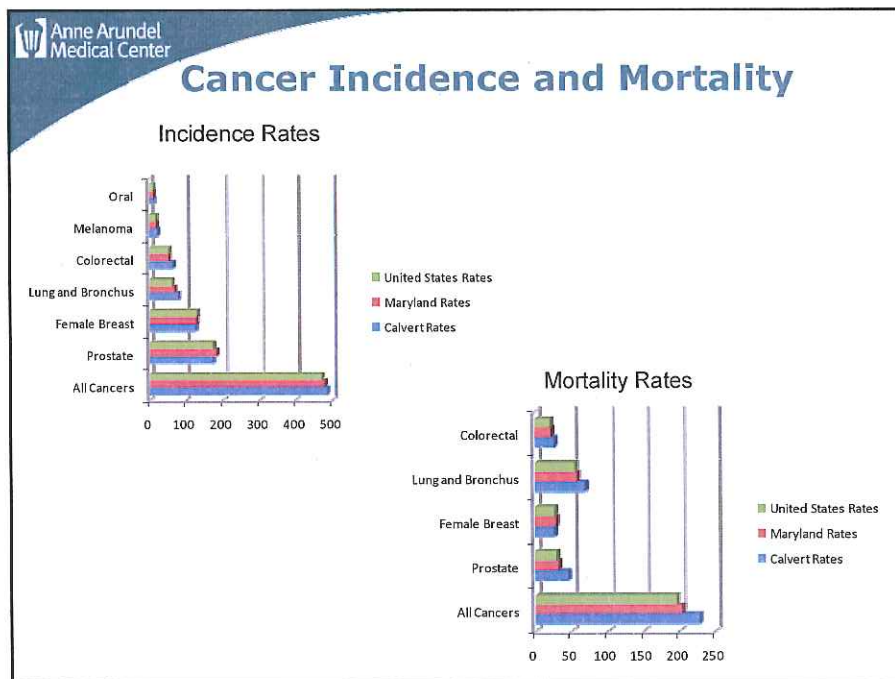
Cause of Death	Count
Heart Disease	11,346
Cancer	10,142
Stroke	2,238
CLRD*	1,898
Unintentional Injuries	1,470
Diabetes	1,297
Influenza and Pneumonia	1,006
Septicemia	921
Alzheimer's Disease	880
Nephritis	728


*Chronic lower respiratory diseases include both chronic obstructive pulmonary disease and asthma.
Data Source: Death Certificate Data, Maryland Division of Health Statistics, Maryland Department of Health and Mental Hygiene (DHMH).

*Chronic lower respiratory diseases include both chronic obstructive pulmonary disease and asthma.
Data Source: Maryland Vital Statistics Annual Report 2007


Cause of Death	Cases						Mortality			
	Calvert County		Maryland		US		Calvert County		Maryland	US
	Rank	Cases	Rank	Cases	Rank	Cases	Rank	Rate	Rate	Rate
Heart Disease	1	176	1	11,346	1	615,651	8	238.6	203.0	190.7
Cancer	2	149	2	10,142	2	560,187	8	210.4	180.0	177.5
CLRD*	3	36	4	1,898	4	129,311	3	53.6	35.0	41.2
Stroke	4	29	3	2,238	3	133,990	12	42.1	40.5	41.6
Unintentional Injuries	5	27	5	1,470	5	117,075	2	36.3	26.1	37.8
Diabetes	6	13	6	1,297	7	70,905	N/A	***	23.3	22.4
Septicemia	7	12	8	921	10	34,851	N/A	***	16.7	11.0
Alzheimer's Disease	8	12	9	880	6	74,944	N/A	***	16.0	22.8
Suicide	9	9	12	508	11	33,185	N/A	***	8.9	10.8
Chronic Liver Disease	10	9	13	443	12	28,504	N/A	***	-	8.9
All Death	N/A	611	43,597	2,424,059	9	848.9	779.9	760.3		

Source: Maryland Vital Statistics Annual Report 2007, Maryland Dept. of Health and Mental Hygiene



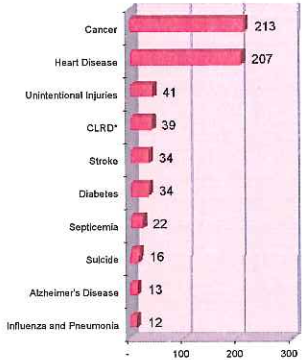


Charles County



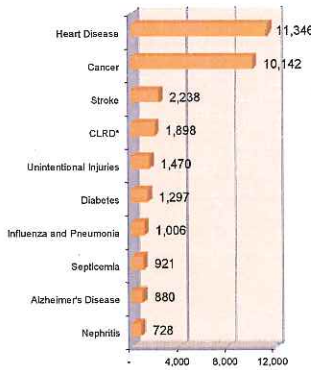
Leading Causes of Death

Charles County



Cause of Death	Count
Cancer	213
Heart Disease	207
Unintentional Injuries	41
CLRD*	39
Stroke	34
Diabetes	34
Septicemia	22
Suicide	16
Alzheimer's Disease	13
Influenza and Pneumonia	12

Maryland



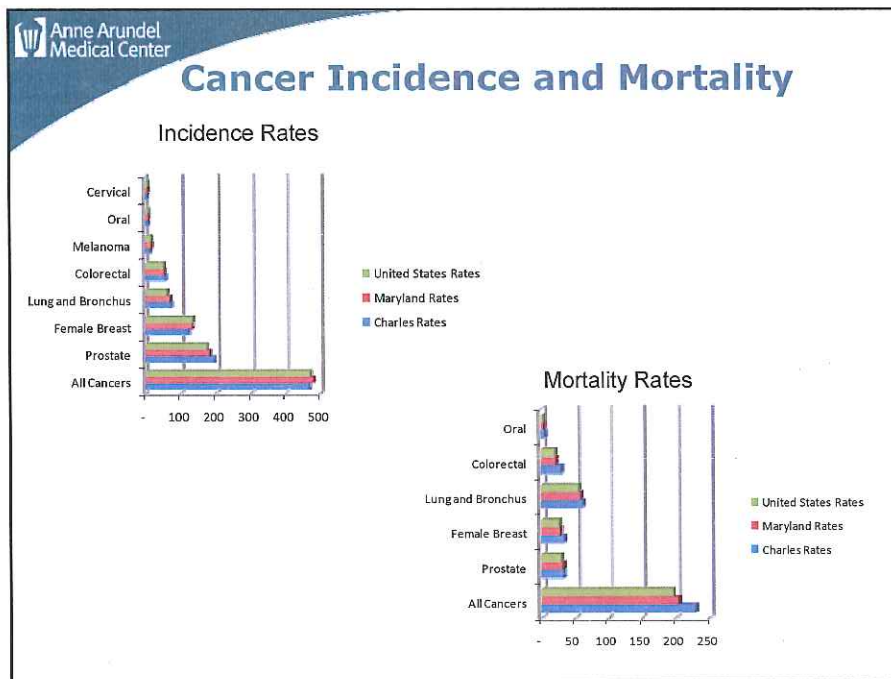
Cause of Death	Count
Heart Disease	11,346
Cancer	10,142
Stroke	2,238
CLRD*	1,898
Unintentional Injuries	1,470
Diabetes	1,297
Influenza and Pneumonia	1,006
Septicemia	921
Alzheimer's Disease	880
Nephritis	728

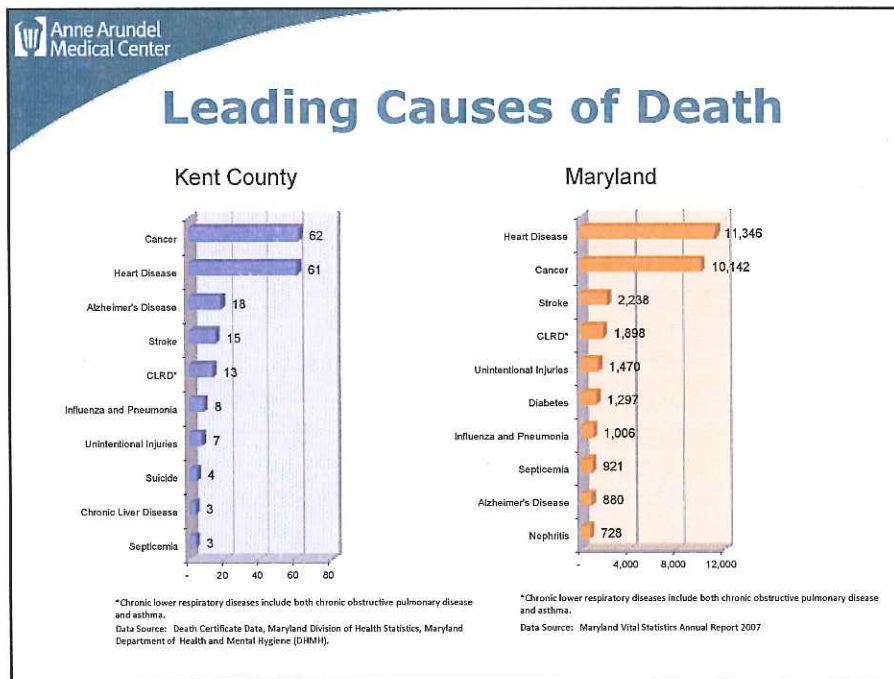
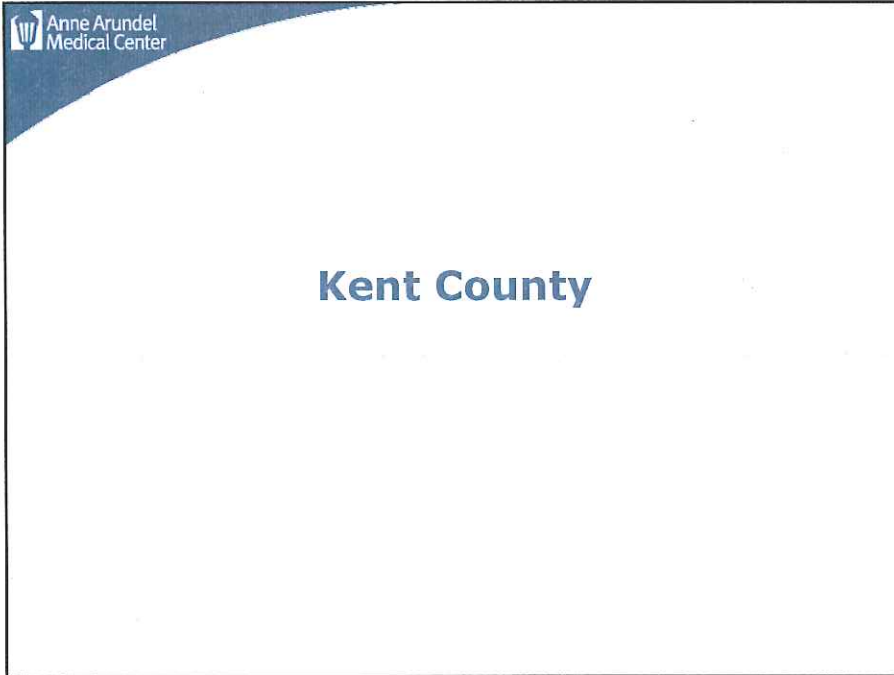
*Chronic lower respiratory diseases include both chronic obstructive pulmonary disease and asthma.
Data Source: Death Certificate Data, Maryland Division of Health Statistics, Maryland Department of Health and Mental Hygiene (DHMH).

*Chronic lower respiratory diseases include both chronic obstructive pulmonary disease and asthma.
Data Source: Maryland Vital Statistics Annual Report 2007

Cause of Death	Cases						Mortality			
	Charles County		Maryland		US		Charles County		Maryland	US
	Rank	Cases	Rank	Cases	Rank	Cases	Rank	Rate	Rate	Rate
Cancer	1	213	2	10,142	2	560,187	7	211.1	180.6	177.5
Heart Disease	2	207	1	11,346	1	615,651	11	216.9	203.0	190.7
Unintentional Injuries	3	41	5	1,470	5	117,075	3	34.4	26.1	37.8
CLRD*	4	39	4	1,898	4	129,311	6	46.8	35.0	41.2
Diabetes	5	34	6	1,297	7	70,905	4	34.2	23.3	22.4
Stroke	6	34	3	2,238	3	133,990	11	43.7	40.5	41.6
Septicemia	7	22	8	921	10	34,851	3	21.9	16.7	11.0
Suicide	8	16	12	508	11	33,185	N/A	***	8.9	10.8
Alzheimer's Disease	9	13	9	880	6	74,944	N/A	***	16.0	22.8
Influenza and Pneumonia	10	12	7	1,006	8	52,847	N/A	***	18.2	16.3
All Death	N/A	808		43,597		2,424,058	8	858.0	779.9	760.3

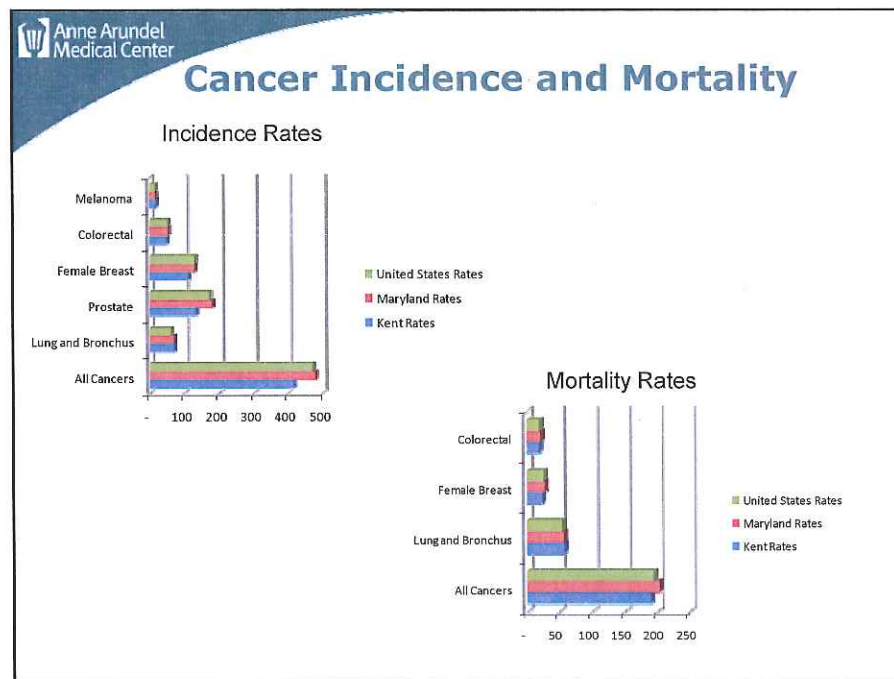
Source: Maryland Vital Statistics Annual Report 2007, Maryland Dept. of Health and Mental Hygiene







Cause of Death	Cases						Mortality			
	Kent County		Maryland		US		Kent County	Maryland	US	
	Rank	Cases	Rank	Cases	Rank	Cases	Rank	Rate	Rate	Rate
Cancer	1	62	2	10,142	2	560,187	13	193.9	180.0	177.5
Heart Disease	2	61	1	11,346	1	615,651	20	193.5	203.0	190.7
Alzheimer's Disease	3	18	9	880	6	74,944	N/A	***	16.0	22.8
Stroke	4	15	3	2,238	3	133,990	N/A	***	40.5	41.6
CLRD*	5	13	4	1,898	4	129,311	N/A	***	35.0	41.2
Influenza and Pneumonia	6	8	7	1,006	8	52,847	N/A	***	18.2	16.3
Unintentional Injuries	7	7	5	1,470	5	117,075	N/A	***	26.1	37.8
Suicide	8	4	12	508	11	33,185	N/A	***	8.9	10.8
Septicemia	9	3	8	921	10	34,851	N/A	***	16.7	11.0
Chronic Liver Disease	10	3	13	443	12	28,504	N/A	***		8.9
All Death	N/A	251		43,597		2,424,059	19	778.7	779.9	760.3

Source: Maryland Vital Statistics Annual Report 2007, Maryland Dept. of Health and Mental Hygiene



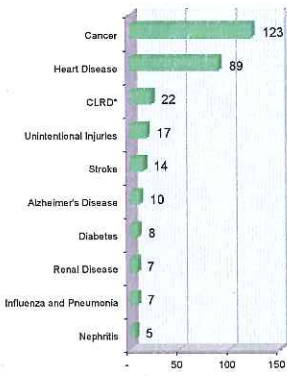


Queen Anne's County



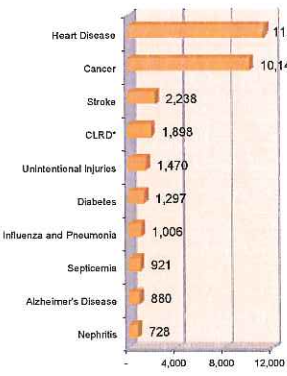
Leading Causes of Death

Queen Anne's County



Cause of Death	Count
Cancer	123
Heart Disease	89
CLRD*	22
Unintentional Injuries	17
Stroke	14
Alzheimer's Disease	10
Diabetes	8
Renal Disease	7
Influenza and Pneumonia	7
Nephritis	5

Maryland



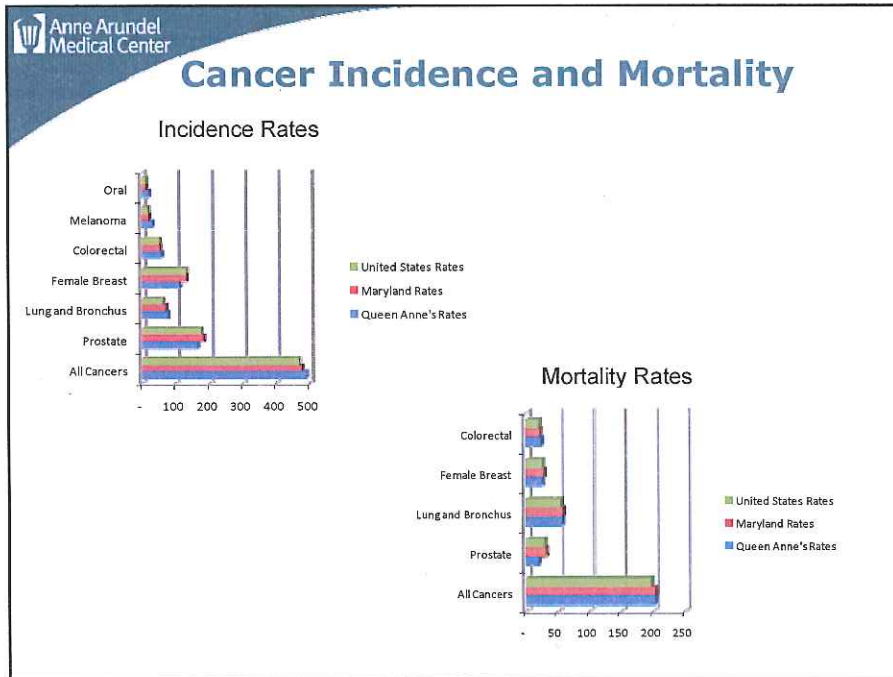
Cause of Death	Count
Heart Disease	11,346
Cancer	10,142
Stroke	2,238
CLRD*	1,898
Unintentional Injuries	1,470
Diabetes	1,297
Influenza and Pneumonia	1,006
Septicemia	921
Alzheimer's Disease	880
Nephritis	728

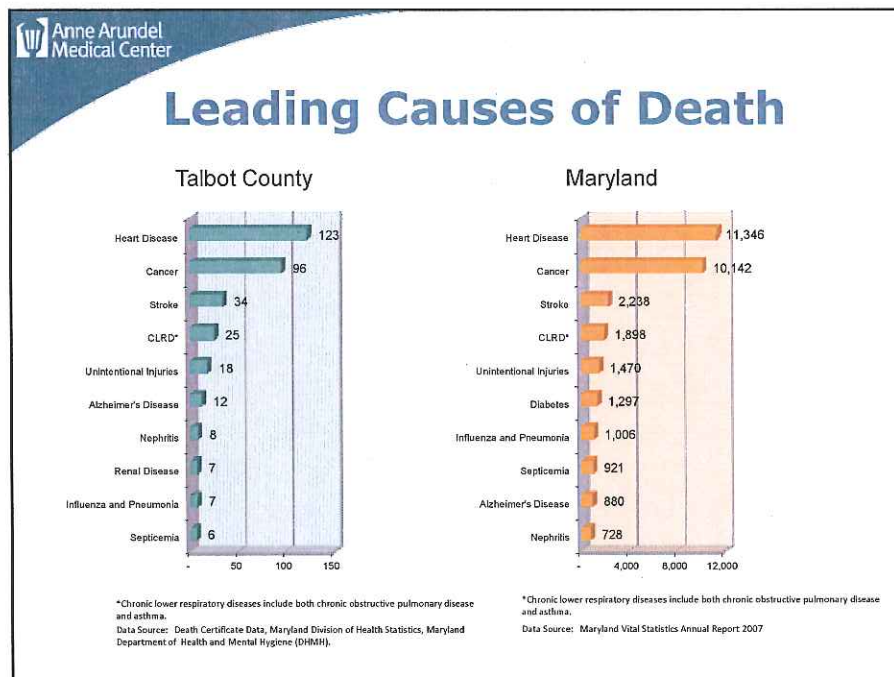
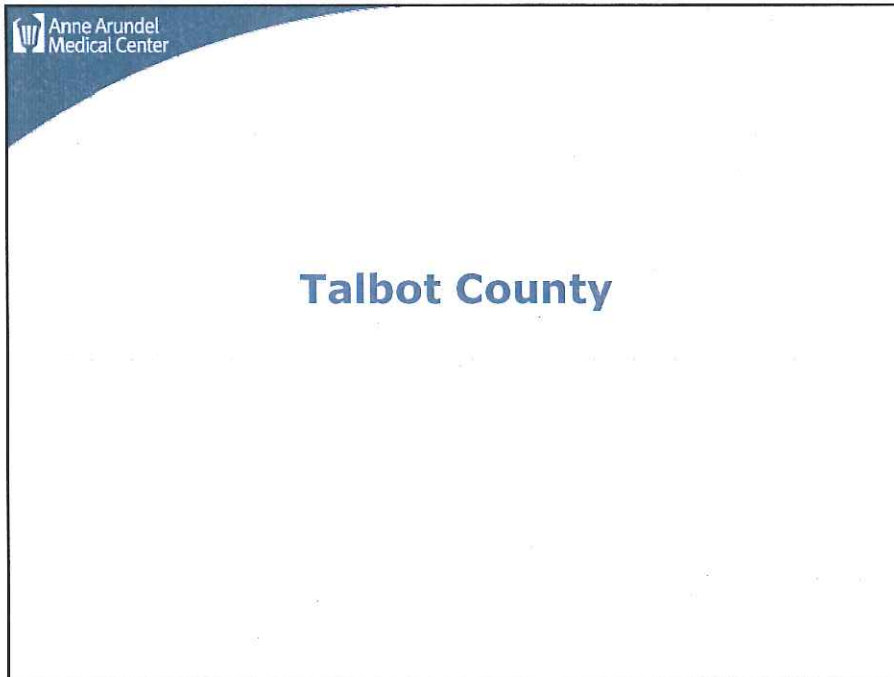
*Chronic lower respiratory diseases include both chronic obstructive pulmonary disease and asthma.
Data Source: Death Certificate Data, Maryland Division of Health Statistics, Maryland Department of Health and Mental Hygiene (DHMH).

*Chronic lower respiratory diseases include both chronic obstructive pulmonary disease and asthma.
Data Source: Maryland Vital Statistics Annual Report 2007

Cause of Death	Cases						Mortality			
	Q.A. County		Maryland		US		Q.A. County		Maryland	US
	Rank	Cases	Rank	Cases	Rank	Cases	Rank	Rate	Rate	Rate
Cancer	1	123	2	10,142	2	560,187	5	219.2	180.0	177.5
Heart Disease	2	89	1	11,346	1	615,651	21	191.6	203.0	190.7
CLRD*	3	22	4	1,898	4	129,311	N/A	***	35.0	41.2
Unintentional Injuries	4	17	5	1,470	5	117,075	N/A	***	26.1	37.8
Stroke	5	14	3	2,238	3	133,990	N/A	***	40.5	41.6
Alzheimer's Disease	6	10	9	880	6	74,944	N/A	***	16.0	22.8
Diabetes	7	8	6	1,297	7	70,905	N/A	***	23.3	22.4
Influenza and Pneumonia	8	7	7	1,006	8	52,847	N/A	***	18.2	16.3
Renal Disease	9	7	15	418	13	23,769	N/A	***		7.3
Nephritis	10	5	10	728	9	46,095	N/A	***	13.1	14.4
All Death	N/A	386	43,597	2,424,059	18	782.3	779.9	760.3		

Source: Maryland Vital Statistics Annual Report 2007, Maryland Dept. of Health and Mental Hygiene





Cause of Death	Cases						Mortality			
	Talbot County		Maryland		US		Talbot County	Maryland	US	
	Rank	Cases	Rank	Cases	Rank	Cases	Rank	Rate	Rate	Rate
Heart Disease	1	123	1	11,346	1	615,651	22	178.4	203.0	190.7
Cancer	2	96	2	10,142	2	560,187	21	177.8	180.0	177.5
Stroke	3	34	3	2,238	3	133,990	7	49.1	40.5	41.6
CLRD*	4	25	4	1,898	4	129,311	15	33.7	35.0	41.2
Unintentional Injuries	5	18	5	1,470	5	117,075	N/A	***	26.1	37.8
Alzheimer's Disease	6	12	9	880	6	74,944	N/A	***	16.0	22.8
Nephritis	7	8	10	728	9	46,095	N/A	***	13.1	14.4
Influenza and Pneumonia	8	7	7	1,006	8	52,847	N/A	***	18.2	16.3
Renal Disease	9	7	15	418	13	23,769	N/A	***		7.3
Septicemia	10	6	8	921	10	34,851	N/A	***	16.7	11.0
All Death	N/A	447		43,597		2,424,059	22	728.6	779.9	760.3

Sources: Maryland Vital Statistics Annual Report 2007, Maryland Dept. of Health and Mental Hygiene

