

**Suburban Hospital  
Fiscal Year 2012  
Community Benefits Report**



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M E D I C I N E

**SUBURBAN HOSPITAL  
FY 2012  
COMMUNITY BENEFITS REPORT**

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**I. DESCRIBING THE COMMUNITY SERVED BY THE HOSPITAL**

Hospital Introduction

Suburban Hospital is a community-based, not-for-profit hospital serving Montgomery County and the surrounding area since 1943. The Hospital provides all major services except obstetrics. One of nine regional trauma centers in Maryland, the Hospital is the state-designated level II trauma center for Montgomery County with a fully equipped, elevated helipad. The Hospital treated approximately 1,700 trauma patients in FY 12. The Hospital’s major services include a comprehensive cancer and radiation oncology center accredited by the American College of Surgeons Commission on Cancer; The NIH Heart Center at Suburban Hospital, providing cardiac surgery, elective and emergency angioplasty as well as inpatient diagnostic and rehabilitation services; orthopedics with joint replacement and physical rehabilitation; behavioral health; neurosciences including a designation as a Primary Stroke Center and a 24/7 stroke team; and senior care programs. In addition, Suburban Hospital provides services including the NIH-Suburban MRI Center; a center for sleep disorders; state-of-the-art diagnostic pathology and radiology departments; an Addiction Treatment Center offering detoxification, inpatient and outpatient programs for adolescents and adults; prevention and wellness programs; and a free physician referral service (Suburban On-Call). Suburban Hospital is the only hospital in Montgomery County to achieve the Gold Seal of Approval™ by The Joint Commission for its joint replacement program.

During fiscal year 2012, Suburban Hospital was licensed to operate 233 acute care beds, and had 14,171 inpatient admissions.

Primary Service Area (PSA)

The PSA is defined as the Maryland postal zip code areas from which 60 percent of a hospital’s inpatient discharges originated during the most recent 12 month period where the discharges from each zip code are ordered from largest to smallest number of discharges. This information was provided by the Health Services Cost Review Commission (HSCRC).

Table I

		Data Source
Primary Service Area zip codes	20852, 20814, 20854, 20817, 20815, 20850, 20906, 20895, 20902, 20878	HSCRC
All other Maryland hospitals sharing primary service area	Holy Cross Hospital, Shady Grove Adventist Hospital, Washington Adventist Hospital, Medstar Montgomery, Sibley Memorial Hospital	HSCRC, Healthy Montgomery
Percentage of uninsured patients	7.5%	2012 The Nielsen Company 2012 Thomson Reuters
Percentage of patients who are Medicaid recipients	9.7%	2012 The Nielsen Company 2012 Thomson Reuters

Suburban Hospital’s Primary Service Area (PSA) extends across southern Montgomery County from Rockville to Bethesda and includes Kensington, Chevy Chase, Potomac, Silver Spring and Gaithersburg. (See Appendix 4 for maps and demographic information).

## Community Benefit Service Area (CBSA)

### A. Description of the community or communities served by the organization

Suburban Hospital considers its Community Benefit Service Area (CBSA) as specific populations or communities of need to which the Hospital allocates resources through its community benefits plan and does not limit its community services to the primary service area. To determine the Hospital's CBSA, data from Inpatient Records, Emergency Department (ED) Visits, and Community Health Improvement Initiatives and Wellness Activities were aggregated and defined by the geographic area contained within the following thirteen zip codes: 20814, 20817, 20852, 20854, 20815, 20850, 20895, 20906, 20902, 20878, 20853, 20910, and 20851.

Within the CBSA, Suburban Hospital focuses on certain target populations such as uninsured individuals and households, underinsured and low-income individuals and households, ethnically diverse populations, underserved seniors and at-risk youth. Although some of the zip codes selected for Suburban Hospital's CBSA are not immediately adjacent to Suburban Hospital, the Hospital does treat 28.1% of patients from the Silver Spring and Gaithersburg areas (20902, 20906, 20910 and 20878, respectively). Furthermore, Suburban Hospital substantially supports safety net clinics and free health prevention and chronic disease programs in those designated areas.

In addition to the Primary and Community Benefit Service areas, the Hospital provides both in-kind and financial contributions to expand awareness of cardiovascular diseases and chronic disease management to neighboring counties including Prince George's, Calvert, Charles, and St. Mary's, which represent more racially and ethnically diverse and rural communities than the primary service area.

- **Geographic boundary** (city, zip codes, or county)
  - Charity care/bad debt: Of all hospital visits at Suburban, approximately \$4,445,433 supported services in charity care and \$8,259,506 was allocated to bad debt during FY12. Within the CBSA zip codes, 1,555 patients' accounts had charity adjustments of \$1,338,631.38.
  - ED patient origin: The CBSA area accounted for 31,442 visits to Suburban Hospital, representing 71.0% of all FY12 ED visits.
  - Medically underserved: Suburban Hospital financially supports two Montgomery Cares safety net clinics to expand access to primary care services within the hospital's CBSA identified zip codes: Holy Cross Hospital Health Center (20910) and Clinica Proyecto Salud (20902). Outside of our CBSA, the Hospital provides financial assistance to Holy Cross Hospital Health Center in Gaithersburg as well (20877).
  - Ethnic minorities: The CBSA includes a population which is 53.7% White, non-Hispanic; 12.0%, Black non-Hispanic; 16.5% Hispanic; 14.8% Asian and Pacific Islander non-Hispanic; 3.1% All others.
  - Health disparities: 7.71 % of the population is uninsured within the hospital's CBSA.
- **Outreach approach** (hospital's principal function or specialty areas of focus, e.g., Burn Center)

Suburban Hospital's health improvement and outreach approach connects hospital, community partners, local stakeholders and other resources with identified health needs. Building a healthy community goes beyond providing health care. Suburban Hospital not only aligns health priorities with the areas of greatest identified need, but also considers where the Hospital's resources will generate the greatest impact. According to the CDC, heart disease continues to be the leading cause of death among African American/Black, white, non-Hispanic and Hispanics in the United States. In Montgomery County, the age adjusted death rate due to coronary artery disease correlates to those in the United States with the African American/black population having a higher age adjusted death rate due to heart disease of 154.1 compared to the overall rate of 127.8.<sup>1</sup> With that in mind, Suburban Hospital aligns its programs to reduce the gap in disparities within its CBSA. One example is through the Hospital's funding of four HeartWell clinics in Suburban's targeted CBSA. The goal of the clinics is to establish access to needed cardiovascular specialty care to vulnerable residents in the community. For the past nine years, consistent health improvement initiatives such as HeartWell have provided thousands of seniors who have suffered heart attacks or advanced cardiovascular illness access to free cardiovascular health education, disease management, exercise, and nutrition classes. Under the care of three HeartWell nurses, individuals have the opportunity to visit four local senior centers throughout the county several days a week to receive ongoing follow-up care and support, thereby better managing their chronic disease and avoiding possible hospital re-admissions.

- **Target population** (uninsured, elderly, HIV, cardiovascular disease, diabetes)

While Suburban Hospital's health improvement initiatives are targeted to the needs of various areas of our community, a Community Advisory Board and Visioning team was established in 1998. Composed of several public and private health officials along with other outside organization leaders, the team identified four specific target areas of need: 1.) A focus on health access of minority populations 2.) underserved seniors 3.) at-risk youth and 4.) management of chronic diseases including diabetes for the under/uninsured. Today, similar health priorities and areas of targeted focus serve as guiding principles for community health improvement. For instance, our area has a rapidly growing senior population; inside Suburban Hospital's CBSA, 27% of the population is over the age of 55. In fact, Montgomery County has one of the longest life expectancy rates in the country (85 years) for women and (81.4 years) for men.<sup>2</sup> As the community grows older, the need to care for the elderly in specific ways is expanding. For that reason the Hospital earned the NICHE (Nurses Improving Care for Health system Elders) designation from The Hartford Institute for Geriatric Nursing at New York University College of Nursing. NICHE is the only national geriatric initiative designed to improve the care of older hospitalized adults. With this prestigious designation, Suburban Hospital acknowledges the many distinct issues that older patients face, such as hearing and vision loss and gait and balance challenges, and has incorporated best practices in place to provide expert, patient-centered care for these individuals. Examples of this initiative include hospital-wide education programs to help sensitize staff to the specific needs of older adults, and environmental design changes to enhance function and comfort.

Additionally, the Community Health and Wellness Department conducts hundreds of community health improvement programs, screenings, classes, and seminars within the Hospital's CBSA each year reaching populations from youth to active seniors. Further detail of these partnerships and health initiatives are highlighted throughout the report.

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<sup>1</sup> <http://www.healthymontgomery.org/>

<sup>2</sup> <http://www.healthmetricsandevaluation.org>

B. CBSA Demographics and Social Determinants

Table II provides significant demographic characteristics and social determinants that are relevant to the needs of the community. (See Appendices 5 and 6 for maps and demographic information)

Table II

		Data Source
Community Benefits Service Area (CBSA)	20906, 20902, 20878, 20852, 20910, 20854, 20850, 20853, 20895, 20851, 20814, 20815, 20817	Suburban Hospital Inpatient Records, Emergency Department Visits, Community Health Improvement Initiatives and Wellness Activities
CBSA demographics, by sex, race, ethnicity, and average age	<p>Total population within the CBSA: 514,137</p> <p><u>Sex:</u></p> <p>Male: 247,792/48.20%</p> <p>Female: 266,345/51.80%</p> <p><u>Race/Ethnicity:</u></p> <p>White, non-Hispanic: 275,851/ 53.7%</p> <p>Black, non-Hispanic: 61,543/12.0%</p> <p>Hispanic: 84,860/ 16.5%</p> <p>Asian and Pacific Islander non-Hispanic: 76,102/14.8%</p> <p>All others: 15,781 /3.1%</p> <p><u>Age:</u></p> <p>0-14: 98,649/19.2%</p> <p>15-17: 21,636/4.2%</p> <p>18-24: 39,583/7.7%</p> <p>25-34: 63,225/12.3%</p> <p>35-54: 152,241/29.6%</p> <p>55-64: 64,431/12.5%</p> <p>65+: 74,372 /14.5%</p>	2012 The Nielsen Company 2012 Thomson Reuters
Median Household Income	Average household income within CBSA is	2012 The Nielsen Company

within the CBSA	\$126,017, compared to \$67,315 in the US.	2012 Thomson Reuters
Percentage of households with incomes below the federal poverty guidelines within the CBSA	In Montgomery County, 6.0% of households with incomes are below the federal poverty guidelines.	American Community Survey <a href="http://www.census.gov/acs/www/">http://www.census.gov/acs/www/</a>
Percentage of uninsured people within the CBSA	7.71% of the CBSA populations are uninsured.	2012 The Nielsen Company 2012 Thomson Reuters
Percentage of Medicaid recipients within the CBSA	10.0% of the CBSA population are Medicaid recipients.	2012 The Nielsen Company 2012 Thomson Reuters
Life Expectancy within the CBSA, by race and ethnicity where data are available	<p>The life expectancy is 83.7 years at birth in Montgomery County, which is higher than the Maryland Baseline (79.5) and the projected National Baseline (78.7).</p> <p>Compared with other counties in Maryland, Montgomery County has a higher life expectancy. Data for Suburban Hospital CBSA is not available at this time.</p> <p>The life expectancy for White non-Hispanic (84.0) is higher than Black non-Hispanic (81.0).</p>	<p>Maryland State Health Improvement Plan, Maryland Annual Vital Statistics Report, 2011 <a href="http://dhmh.maryland.gov/vsa/SitePages/reports.aspx">http://dhmh.maryland.gov/vsa/SitePages/reports.aspx</a></p> <p>National Vital Statistics Report, Preliminary Data, 2011 <a href="http://www.cdc.gov/nchs/fastats/lifexpec.htm">http://www.cdc.gov/nchs/fastats/lifexpec.htm</a></p>
Mortality Rates within the CBSA, by race and ethnicity where data are available	<p>Within Montgomery County, the infant mortality rate for all Races is 5.3 per 1,000 live births; among Caucasians are 2.9 per 1,000 live births and among African Americans are 10.1 per 1,000 live births.</p> <p>Age-Adjusted Death Rate due to Heart Disease in Montgomery County is 127.8 deaths/100,000 population.</p> <p>Age-Adjusted Death Rate due to Heart Disease by Race/Ethnicity in Montgomery County:</p> <ul style="list-style-type: none"> <li>– 154.1/100,000 Black</li> <li>– 128.9/100,000 White</li> <li>– 58.9/100,000 Hispanic</li> <li>– 74.4/100,000 Asian/Pacific Islander</li> </ul> <p>Age-Adjusted Death Rate due to</p>	<p>Maryland Vital Statistics, Infant Mortality in Maryland, 2011 <a href="http://dhmh.maryland.gov/vsa/Documents/imrep11.pdf">http://dhmh.maryland.gov/vsa/Documents/imrep11.pdf</a></p> <p>Maryland Department of Health and Mental Hygiene, (2008-2010) <a href="http://www.dhmh.state.md.us/">http://www.dhmh.state.md.us/</a></p>

	<p>Cerebrovascular Disease (Stroke) is 30.0 deaths/100,000 population.</p> <p>Age-Adjusted Death Rate due to Cerebrovascular Disease by Race/Ethnicity in Montgomery County:</p> <ul style="list-style-type: none"> <li>– 32.9/100,000 Black</li> <li>– 29.9/100,000 White</li> <li>– 15.0/100,000 Hispanic</li> <li>– 23.3/100,000 Asian/Pacific Islander</li> </ul> <p>Furthermore, the Age-Adjusted Death Rate due to Colorectal Cancer is 11.4 deaths/100,000 population</p> <p>Age-Adjusted Death Rate due to Colorectal Cancer is by Race/Ethnicity in Montgomery County:</p> <ul style="list-style-type: none"> <li>– 10.7/100,00 White</li> <li>– 16.6/100,000 Black</li> <li>– 9.5/100,000 Hispanic</li> <li>– 9.9/100,000 Asian/Pacific Islander</li> </ul> <p>Age-Adjusted Death Rate due to Prostate Cancer for men is 17.9 deaths/100,000 males.</p> <p>Age Adjusted Death Rate due to Prostate Cancer by Race/Ethnicity in Montgomery County:</p> <ul style="list-style-type: none"> <li>– 17.7/100,00 White</li> <li>– 29.8/100,000 Black</li> <li>– 9.0/100,000 Asian/Pacific Islander</li> <li>– No data Hispanic</li> </ul> <p>Within its CBSA, Suburban Hospital has several community initiatives and programs to prevent</p>	<p>National Cancer Institute</p> <p><a href="http://statecancerprofiles.cancer.gov/deathrates/deathrates.html">http://statecancerprofiles.cancer.gov/deathrates/deathrates.html</a></p>
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	and decrease these four rates.	
Access to healthy food, quality of housing, and transportation within the CBSA (to the extent information is available from local or county jurisdictions such as the local health officer, local county officials, or other resources).	In Montgomery County, 2% of residents are low income and do not live close to a grocery store which is below the 4% of residents in Maryland. Within the CBSA, there are several grocery stores, produce stands and farmers markets enabling residents to choose healthier food options. Most grocery stores along with several farmers markets including the Silver Spring FRESHFARM Market in Silver Spring, MD 20910 accept food stamps in Montgomery County.	County Health Rankings, 2012 <a href="http://www.countyhealthrankings.org/maryland">http://www.countyhealthrankings.org/maryland</a>  Maryland Hunger Solutions, 2012 <a href="http://www.mdhungersolutions.org/pdf/maryland_getting_foodstamps_guide_2012.pdf">http://www.mdhungersolutions.org/pdf/maryland_getting_foodstamps_guide_2012.pdf</a>
Quality of Housing	50.8% of Renters in Montgomery County Spend 30% or More of Household Income on Rent.  1.3% of households receive cash public assistance income in Montgomery County.  69.3% Homeownership rate in Montgomery County.  In Bethesda, which is in the CBSA, the Qualifying Income Needed to Purchase Home of \$305,000 is \$86,136 and 2 BR Fair Market Rent (FMR) for 2012 is \$1,506.  Funding provided through Citi Foundation to CASA of Maryland, Latino Economic Development Corporation, and Ethiopian Community Development Council's Enterprise Development Group within Suburban's CBSA to launch a program for legal permanent residents to become naturalized citizens. Designed to remove the financial barriers to achieving citizenship, will allow more financial opportunities and lower daily living costs for hundreds of low-income immigrants.	American Community Survey, 2006-2010  <a href="http://www.census.gov/acs/www/">http://www.census.gov/acs/www/</a>  National Housing Conference – Center for Housing Policy  <a href="http://www.nhc.org/media/files/ChangeinQualifyingIncome1Q2012.pdf">http://www.nhc.org/media/files/ChangeinQualifyingIncome1Q2012.pdf</a>  <a href="http://www.nhc.org/media/files/MosttoLeastExpensiveRental1Q2012.pdf">http://www.nhc.org/media/files/MosttoLeastExpensiveRental1Q2012.pdf</a>  Community Development at Citibank  <a href="http://www.citigroup.com/citi/citizen/community/community_initiatives.html?article=360">http://www.citigroup.com/citi/citizen/community/community_initiatives.html?article=360</a>
Transportation	Suburban Hospital and its outpatient facility are accessible to public transportation. The Ride On bus system is the primary public transportation system and serves Montgomery County. In addition, Washington Metro stations are located near the Hospital at the National	<a href="http://mta.maryland.gov/local-and-statewide-transit-info">http://mta.maryland.gov/local-and-statewide-transit-info</a>  <a href="http://www.wmata.com">www.wmata.com</a>

	Institutes of Health Campus and in downtown Bethesda, a 30 minute walk to the hospital. Limited bike lanes are also available.	
Available detail on race, ethnicity, and language within the CBSA	<p>37.5% of Montgomery County residents speak a language other than English at home.</p> <p>30.9% are Foreign born persons living in Montgomery County.</p> <p>Ranked 11<sup>th</sup> as most Linguistically Diverse County with 96 languages spoken in Montgomery County.</p>	<p>2010 Census</p> <p><a href="http://quickfacts.census.gov/qfd/states/24/24031.html">http://quickfacts.census.gov/qfd/states/24/24031.html</a></p> <p>U.S English Foundation, Inc.</p> <p><a href="http://www.usefoundation.org/view/55">http://www.usefoundation.org/view/55</a></p>
Minority owned businesses in Montgomery County	<p>32.4%: Women owned</p> <p>12.4%: Black</p> <p>12.1%: Asian</p> <p>10.0%: Hispanic</p> <p>0.7%: American Indian- and Alaska Native</p> <p>0.1%: Native Hawaiian and Other Pacific Islander</p>	<p>2010 Census</p> <p><a href="http://quickfacts.census.gov/qfd/states/24/24031.html">http://quickfacts.census.gov/qfd/states/24/24031.html</a></p>
Economic Development	<p>Suburban Hospital's President and CEO, Brian Gragnolati serves on the board of the Montgomery Business Development Corporation which is a non-partisan organization to provide a business-friendly perspective regarding economic development issues, including strategic planning, retaining and attracting business, and legislative and regulatory advocacy.</p> <p>The Division of Small and Minority Business Empowerment within the Department of Economic Development of Montgomery County provides services to more than 80,000 small and minority businesses located in Montgomery County county's by creating initiatives and forming partnerships with community organizations, business groups, private enterprises, and other public agencies.</p> <p>The Rockville Women's Business Center, located in zip code 20850, received a grant from the Citi Foundation that will help the center, which Rockville Economic Development Inc. launched</p>	<p>Montgomery Business Development Corporation</p> <p><a href="http://www.montgomerybdc.org/">http://www.montgomerybdc.org/</a></p> <p><a href="http://www.choosemontgomerymd.com/">http://www.choosemontgomerymd.com/</a></p> <p>Community Development at Citibank</p> <p><a href="http://www.citigroup.com/citi/citizen/community/community_by_regi">http://www.citigroup.com/citi/citizen/community/community_by_regi</a></p>

	<p>in November 2011, foster successful, growing, women-owned businesses to benefit from its services, creating jobs and empowering women in our community.</p>	<p><a href="#">on.html?region=MD</a>  <a href="http://rockville.patch.com/articles/biz-center-grants-a-rooftop-dance-and-pike-plans">http://rockville.patch.com/articles/biz-center-grants-a-rooftop-dance-and-pike-plans</a></p>
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**II. COMMUNITY HEALTH NEEDS ASSESSMENT**

1. A description of the process our hospital used for identifying the health needs in our community and the resources used.

The purpose of the community health needs assessment is to identify the most important health issues surrounding the hospital using scientifically valid health indicators and comparative information. The assessment also identifies priority health issues where better integration of public health and healthcare can improve access, quality, and cost effectiveness of services to residents surrounding the hospital. This report represents the hospital’s efforts to share information that can lead to improved health status and quality of care available to our residents, while building upon and strengthening the community’s existing infrastructure of services and providers.

Utilizing the Healthy People 2020 guidelines as vital information sources, Suburban Hospital maintains a close relationship with the Montgomery County Department of Health and Human Services (MCDHHS) in order to identify community health needs and set community benefit strategic programs and activities. Montgomery County health officials regularly participate in hospital public health symposiums and community forums that educate local residents on identified health risks. Suburban Hospital leadership and medical staff are regularly asked to participate in County health department advisory meetings and are frequently engaged with call-to-action initiatives.

Several examples demonstrate the ongoing collaboration that Suburban Hospital shares with MCDHHS. In addition to hundreds of thousands of dollars that are contributed for in-kind support to increase access to care for Mobile-Med, Catholic Charities and Project Access patients, the Hospital financially supports three Montgomery Cares Safety Net Clinics. These unique medical homes provide underserved, uninsured Montgomery County residents with primary care and serve as medical homes. Suburban Hospital also provides free cardiovascular and endocrine care for those Montgomery Cares patients who require advanced specialty care. Furthermore, Suburban Hospital’s Cancer Program and Department of Community Health and Wellness work collaboratively with MCDHHS to conduct free prostate screenings and to identify eligible County residents for the Montgomery County Cancer Crusade initiative which links high-risk individuals to free colonoscopy screenings and resources for treatment. Additionally, the Community Health and Wellness Department serves on the Health and Wellness Advisory Committee through the Montgomery County Senior Sub-cabinet group. By serving on this committee, the Hospital has access to resources for the senior community that will allow the Hospital to help in the prevention and education of chronic disease and falls that impact the health of our growing senior population.

COMMUNITY HEALTH ASSESSMENTS: Initiated by the Montgomery County Department of Health and Human Services and the Urban Institute, Healthy Montgomery is a community health needs assessment process and is accessible online to the public <http://www.healthymontgomery.org/>. Launched initially as the Community Health Improvement Process (CHIP) and presided by the Healthy Montgomery

steering committee, this formal needs assessment serves as a standard set of population-based health and social services data. Agreed upon by local stakeholders, one hundred health indicators and social determinants were identified as issues at both the macro- and micro-levels of the County. The Healthy Montgomery health assessment collaborative is financially supported by the five Montgomery County hospitals. Suburban Hospital is a permanent steering committee member serving on the Healthy Montgomery Advisory Council and contributes \$25,000 annually for the past four years to support an ongoing health improvement process and infrastructure. In December 2010, the Healthy Montgomery steering committee identified 39 social determinants and 61 health and well being indicators. The formal needs assessment was completed in June 2011.

In October 2011, the Healthy Montgomery steering committee established six official health priorities to be tracked, measured and evaluated based on health inequities, lack of access, and unhealthy behaviors over the next three years. Focused health priorities include:

- Behavioral Health
- Obesity
- Diabetes
- Maternal and Child Health
- Cancer
- Cardiovascular Health

In May 2012, the steering committee prioritized behavioral health and obesity as the first two areas of focus based on the greatest need for services and increased resources.

The Healthy Montgomery needs assessment serves as a barometer of Montgomery County residents and their health. Collaborating with non-profit organizations, corporations, community coalitions, county government and public health officials, this needs assessment builds on all past and current efforts, including environmental scans, comprehensive needs assessments, and community health-related work, with participation from the health-care provider organizations in the County. In developing and implementing improvement stages, Healthy Montgomery works with community groups and local experts and uses “best-practice” strategies and techniques developed by other related needs assessments, including an examination of the community health improvement tools and techniques that have demonstrated success in other parts of the country. The process guarantees accountability by identifying and using performance indicators that measure progress toward achieving its goals. Healthy Montgomery is an ongoing process that includes periodic needs assessment, development and implementation of improvement plans and monitoring of the resulting achievements. The process is dynamic, thus giving the County and its community partners the ability to monitor and act on the changing conditions affecting the health and well-being of County residents.<sup>3</sup>

As a result of using similar data sources and integrating historical partnership stakeholders in setting local health priorities over the years, the summary of key data findings conducted by Healthy Montgomery are similar, if not identical to health inequities already identified by Suburban Hospital, among other organizations. This relationship easily affords Suburban Hospital the ability to parallel its

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<sup>3</sup> [www.healthymontgomery.org](http://www.healthymontgomery.org)

Community Benefit efforts to the six priorities identified by the Healthy Montgomery steering committee in order to decrease Health Inequities, Lack of Access and Unhealthy Behaviors.

## **Methods**

The design and implementation strategy for the community health improvement accesses and includes the vast inventory of easily accessible data sources already available. For example: Primary data collection includes consultation with community stakeholders and leaders concerning unmet health needs, and discussion with local government and direct contact with community members in 2,400 events, classes and screenings that operate every day to improve the health of our community. Secondary data collection is gathered from a variety of local, county and state resources that represent a community profile of important community health indicators such as health inequities, lack of access and unhealthy behaviors. An inventory of current and reliable county-level data used for the hospital's community needs assessment is documented throughout the data charts and appendices included in this report.

### Primary data sources

While working closely with the MCDHHS and utilizing needs assessments to identify and respond to local needs, Suburban Hospital identifies community unmet or potential health needs through its partnerships and by taking an active leadership role in participating community coalitions, boards, committees, panels, advisory groups, and serving on local County commissions. (See exhibit 1)

Community stakeholders were asked to share their perspective on a number of topics including:

- Biggest issues or concerns in the community
- Trends relative to demographics, the economy, the health care provider community, and community health status
- Problems people face in obtaining health care and/or social services and where they go when they need assistance in these areas
- Where people access preventive care
- Services lacking in the community
- Barriers and services related to chronic health conditions
- Recommendations for improving access to care and the health of the community

### Secondary data sources

Secondary data was collected from a variety of local, county, and state sources to present an integral community profile such as access to health care, chronic diseases, social issues, and other health indicators.

Analyses were conducted at the most local level possible for the hospital's primary and community benefit service area given the availability of the data. For example:

There were five major quantitative data sources that met the criteria as viable sources to compile the Healthy Montgomery indicators:

- Montgomery County resident births from the Maryland Department of Health and Mental Hygiene's Vital Statistics Administration;
- Montgomery County resident deaths from the Maryland Department of Health and Mental Hygiene's Vital Statistics Administration;

- Maryland Behavioral Risk Surveillance System, from the Maryland Department of Health and Mental Hygiene’s Family Health Administration;
- National Survey on Drug Use and Health, U.S. Department of Health and Human Services, Substance Abuse and Mental Health Services Administration; and
- American Community Survey, U.S. Census Bureau.

### **Overview of Key Findings**

This overview summarizes some of the significant findings drawn from an analysis of the data.

Montgomery County is ranked as the second healthiest county in Maryland. However, a closer examination of the health and social determinants of data showed disparities between vulnerable populations specifically among gender, life stages, racial/ethnic subpopulations, and geographic areas of the county. These findings enable Healthy Montgomery community partners, including Suburban Hospital, to leverage limited resources to direct actions that will achieve optimal results from our collective efforts and ultimately make a lasting positive impact on our health and well-being.<sup>4</sup>

Based on these findings, Suburban Hospital utilizes data from Healthy Montgomery in addressing the community’s needs and health objectives. Of the 61 health and well being indicators, the following are fifteen health indicators that Suburban Hospital strives to improve through various health education and awareness programs, initiatives, clinics and partnerships:

- Persons without Health Insurance
- Adults unable to afford to see a doctor
- Age Adjusted Death Rate due to Breast cancer
- Age Adjusted Death Rate due to Prostate cancer
- Prostate Cancer Incidence Rate
- Age Adjusted Death Rate due to Colorectal cancer
- Colon Cancer Screening
- Colon Cancer Incidence Rate
- Pap Test History
- Age-Adjusted Death Rate due to Heart Disease
- Age-Adjusted Death Rate due to Diabetes
- Adults Engaging in Moderate Physical Activity
- Age-Adjusted Death Rate due to Cerebrovascular Disease (Stroke)
- High Blood Pressure Prevalence
- High Cholesterol Prevalence

In FY12, Suburban Hospital identified three additional indicators to address from Healthy Montgomery based on evolving programs and partnerships within the hospital and community:

- Adults with Diabetes
- Adult Fruit and Vegetable Consumption
- Adequate Social and Emotional Support

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<sup>4</sup> [www.healthymontgomery.org](http://www.healthymontgomery.org)

Examples of Suburban Hospital focusing on these indicators include: MobileMed/NIH Heart Clinic at Suburban Hospital, MobileMed/NIH Endocrine Clinic, HeartWell program, “Covering the Uninsured”, Diabetes Education classes, Free Prostate and Colorectal Screenings, Senior Shape Exercise Program, Free Blood Pressure Screenings, Stroke Ambassador Education Program, and targeted Health Education seminars.

## **Collaboration**

2. In seeking information about community health needs, below is a summary of local organization and individuals outside the hospital that were consulted, including representatives of diverse sub-populations within the CBSA.

Suburban Hospital works directly with several community centers, organizations, institutes, and corporations, including the AARP, A Wider Circle, Alpha Phi Alpha Fraternity, American Heart Association, American Red Cross, Bethesda Cares, Bethesda-Chevy Chase Rotary Club, Bethesda-Chevy Chase Chamber of Commerce, Bethesda Regional Service Center, Boy Scouts of America, Catholic Charities, elected officials representing Montgomery County, including the County Executive, County Council Members, Maryland legislative delegation and U.S. legislative representatives, Friendship Heights Village Center, Gaithersburg Upcounty Senior Center, Girls on the Run of Montgomery County, Holiday Park Senior Center, Johns Hopkins Community Physicians, Johns Hopkins Healthy Living, Lakeview House, Latino Health Initiative, the Leukemia & Lymphoma Society, Montgomery Cares, Montgomery County Department of Health and Human Services, Margaret Schweinhaut Center, Montgomery Hospice, Montgomery County Housing Opportunity Commission, Montgomery County Office on Aging, Montgomery County Department of Parks and Recreation, Montgomery County Public Schools, Montgomery County Stroke Association, MobileMed. Inc., the National Institutes of Health, NASDAQ, Organization of American States, Primary Care Coalition, Potomac Community Center, Safe Kids Coalition, Safe Sitter, Inc., Scotland Community Partnership, Washington Metropolitan OASIS, Waverly House, World Bank, and YMCA Youth and Family Services. These affiliations serve as catalysts for Suburban Hospital in utilizing, identifying and responding to the needs of its community stakeholders. In FY 12, Suburban Hospital staff served on 20 Community Outreach Coalition Affiliations.

In June 2012, the Hospital held its first Community Benefit Advisory Council (CBAC) meeting, which is comprised of a diverse group of local business, non-for-profit executives and community advocacy leaders. Chartered by the Hospital’s Board of Directors and chaired by a system board trustee, the Advisory Council exists to guide and participate in the planning, developing and implementation of programs and activities for the improvement of health in the community served by Suburban Hospital. The Council represents diverse sectors of the Suburban Hospital service area and act as liaisons with the community and the Hospital to identify health improvement opportunities and needs. One of the goals of the Council will be to serve as a catalyst for relationship building and partnering with community organizations and leaders, populations with unmet health needs, and the business community. In addition, the Council will provide insight regarding the needs of the community, analyze needs assessment data and community assets, as well as design and propose health initiatives and programs. Below is the list of members of the Community Benefit Advisory Council:

- Norman Jenkins, Founder and CEO of Capstone Development, LLC. (Chairman)
- Mark Bergel, Ph.D.-Founder and Executive Director, A Wider Circle
- Ken Hartman-Regional Services Director, Bethesda Chevy Chase Regional Services Center

- Elizabeth McGlynn-Executive Director, Girls on the Run Montgomery County
- Belle Brooks O'Brien, Community Advocate
- Carmen Ortiz Larsen-President of AQUAS, Incorporated
- Dr. Michael Smith-Radiologist and brother of Alpha Phi Alpha Fraternity, Montgomery County Chapter
- Crystal Carr Townsend, President, Healthcare Initiative Foundation
- Jacqueline Schultz, Executive Vice President and Chief Operating Officer, Suburban Hospital
- Leslie Ford Weber, Senior Vice President of Government and Community Relations; Director of the Office of Government and Community Relations for the Johns Hopkins Capital Region, Suburban Hospital
- Ronna Borenstein-Levy, Senior Director, Marketing and Communications, Suburban Hospital
- Brian Ebbitt- Director, Strategic Planning, Suburban Hospital
- Monique L. Sanfuentes- Director, Community Health and Wellness, Suburban Hospital

3. When was the most recent needs identification process or community health needs assessment completed?

Date of the most recent needs identification process or community health needs assessment completed: June, 2011

As discussed earlier in this report, Healthy Montgomery was established as the county's community needs assessment and completed in June 2011. Shortly thereafter, in August 2011, an action plan was developed to focus on specific community health priorities established by the Healthy Montgomery steering committee. Suburban Hospital is a member of the steering committee and provides support to the Healthy Montgomery initiative, thereby mirroring and supporting a like health needs assessment.

As for its own Community Needs Assessment, Suburban Hospital is in the preliminary steps of creating a health assessment survey that will collect additional qualitative and quantitative data to supplement Healthy Montgomery data. This tool will be distributed in its CBSA zip codes in the fall of 2012.

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? If yes, provide a link or attach the document.

Suburban Hospital has partnered with the Montgomery County Department of Health and Human Services, along with four other Montgomery County hospitals to conduct a community health needs assessment as part of the Healthy Montgomery-Community Health Improvement Process. Completed in June 2011, the needs assessment presents the results of the quantitative and qualitative data collection activities along with tools used in priority setting to improve the health and well-being of our residents. The Healthy Montgomery Steering Committee includes twenty-five partners and community stakeholders that range from the Commission on Veterans Affairs, Council for Children, Youth and Families, Kaiser Permanente, M-MCPPC to Montgomery County Council. Link: [www.healthymontgomery.org](http://www.healthymontgomery.org)

Our Hospital is in the process of conducting a community health needs assessment that conforms to the Patient Protection and Affordable Care Act and will be completed by June 30, 2013.



### III. COMMUNITY BENEFITS ADMINISTRATION

1. Is Community Benefits planning part of your hospital's strategic plan?

Yes, Suburban Hospital's Community Benefit Strategic plan is incorporated into the Hospital system's strategic plan to ensure that the system continues to build positive relationships with community partners in addressing the health needs of the community. Community Benefit activity and contributions are measured and reported quarterly as part of the hospital overall operations performance scorecard.

2. What stakeholders in the hospital are involved in your hospital community benefits process/structure to implement and deliver community benefits activities? (Place a check to any individual/group involved in the structure of the CB process and provide additional information if necessary)

In working with the Montgomery County Department of Health and Human Services and addressing the needs set by Healthy Montgomery, Suburban Hospital's Board of Trustees, President and CEO, and the organization's operations leadership team work thoroughly to ensure that the hospital's strategic and clinical goals are aligned with unmet community needs through the planning, monitoring and evaluation of its community benefit activities.

In addition, nursing leadership, community physicians, health partnership advisory boards, local government and business agencies, and other not-for-profit organizations continue to influence the decision making process and prioritization of Suburban Hospital's community benefit activities.

- a. Senior Leadership
  - i. Brian Gagnolati, Senior Vice President, Johns Hopkins Health System, President and CEO, Suburban Hospital
  - ii. Jacqueline Schultz, Executive Vice President and Chief Operating Officer
  - iii. Marty Basso, Senior Vice President of Finance
  - iv. June Marlin Falb, Vice President of Development
  - v. Joseph Linstrom, Senior Director of Operations
  - vi. Dennis Parnell, Senior Vice President of Human Resources
  - vii. Christopher Timbers, Vice President and Chief Information Officer, Information Systems.
  - viii. Leslie Ford Weber, Senior Vice President of Government and Community Relations; Director of the Office of Government and Community Relations for Johns Hopkins in the National Capital Region
- b. Clinical Leadership
  - i. Physicians: Robert Rothstein, MD, Vice President of Medical Affairs; Matthew Poffenroth, MD, Medical Director of the National Capital Region at Johns Hopkins Community Physicians
  - ii. Nurses: Barbara Jacobs, Senior Director of Nursing
  - iii. Social Workers: Norma Bent, Corporate Director, Outcomes Management Department
  - iv. Other(s): Matthew Tovornik, Division Director, Orthopedic & Neurosurgery Service Lines and Rehabilitation; Don Silver, Division Director, Behavioral Health and Senior Services.
- c. Community Benefit Operations

- i. Individuals: Monique L. Sanfuentes, Director of Community Health and Wellness; Eleni Antzoulatos, Program Coordinator, Community Health and Wellness; Roliette Gooding, Program Coordinator, Community Health and Wellness; Michelle Hathaway, Cardiovascular Health Promotions Coordinator, Community Health and Wellness; Patricia Rios, Supervisor, Community Health Improvement, Community Health and Wellness; Joan Hall, Finance Director, Clinical Economics, Reimbursement and Health Information; Chris Perkins, Senior Financial Analyst; Brian Ebbitt, Director, Planning & Project Management
- ii. Committee (please list members):

JHHS Community Benefit Advisory Council:

- Gayle Johnson Adams, Director, Community and Government Relations, Johns Hopkins Bayview Medical Center
- Jay Blackman, Executive Vice President/Chief Operating Officer, Howard County General Hospital
- John Colmers, Vice President, Health Care Transformation and Strategic Planning (Chairperson)
- Deidra Bishop, Director, East Baltimore Community Affairs, The Johns Hopkins Hospital
- Kenneth Grant, Vice President of General Services, The Johns Hopkins Hospital
- Adrian Mosley, Community Health Administrator, The Johns Hopkins Hospital
- Monique Sanfuentes, Director of Community Health and Wellness, Suburban Hospital
- Jacqueline Schultz, Executive Vice President and Chief Operating Officer, Suburban Hospital
- Dominic Seraphin, Director of Business Planning, Johns Hopkins Bayview Medical Center
- Arnold Stenberg, Executive Vice President and Chief Administrative Officer, All Children's Hospital
- Christine Stuppy, Vice President of Business Development and Strategic Planning, Sibley Memorial Hospital
- Desiree de la Torre, Assistant Director, Health Policy Planning

JHHS Community Benefit Work Group:

The Johns Hopkins Hospital

- Deidra Bishop, Director, East Baltimore Community Affairs
- Zakia Hospedales, Budget Analyst, Government and Community Affairs
- Sharon Tiebert-Maddox, Director of Financial Operations, Government and Community Affairs
- William Wang, Associate Director, Strategic Operations, Government and Community Affairs

Johns Hopkins Bayview Medical Center

- Gayle Johnson Adams, Director, Community and Government Relations
- Patricia A. Carroll, Community Relations Manager
- Kimberly Moeller, Director, Financial Analysis

Howard County General Hospital

- Cindi Miller, Director, Community Health Education
- Fran Moll, Manager, Regulatory Compliance

Suburban Hospital

- Eleni Antzoulatos, Program Coordinator, Community Health and Wellness
- Joan Hall, Finance Director, Clinical Economics, Reimbursement and Health Information
- Chris Perkins, Senior Financial Analyst, Financial Planning, Budget, & Reimbursement
- Monique Sanfuentes, Director, Community Health and Wellness

Sibley Memorial Hospital

- Alison Arnott, Vice President, Support Services
- Marti Bailey, Director, Sibley Senior Association and Community Health
- Mike McCoy, Associate CFO, Finance Department
- Christine Stuppy, Vice President, Business Development and Strategic Planning

All Children's Hospital

- Mary Mahoney, Director of Marketing
- Jeff Craft, Administrative Director of Finance

Johns Hopkins Health System

- Janet Buehler, Director of Tax
- Desiree de la Torre, Assistant Director, Health Policy Planning
- Bonnie Hatami, Senior Tax Accountant
- Anne Langley, Director, Health Policy Planning

3. Is there an internal audit (i.e., an internal review conducted at the hospital) of the community benefits report?

The community benefit report is reviewed in detail by the Executive Leadership, Community Benefit Advisory Council, Planning, and Finance Departments. In addition, community benefit is integrated into

the system's strategic plan and is reviewed quarterly with members of Management Communication Forum and the Hospital's Leadership Clinical Operations Team.

- a. Spreadsheet (Y/N) Yes
  - b. Narrative (Y/N) Yes
4. Does the hospital's Board review and approve the completed FY Community Benefits report that is submitted to the HSCRC?

Led by chairman, Christopher J. Doherty, the Hospital's Board of Trustees dedicates time at a board meeting to review and approve the Community Benefit Report. Mr. Doherty played an integral role in the search committee for members to serve on the Hospital's Community Benefit Advisory Council. In addition to the Hospital's Board reviewing and approving the complete Community Benefit Report, the FY12 community benefit inventory spreadsheet and narrative were also reviewed by the CEO and CFO of the Johns Hopkins Health System prior to submission to the HSCRC.

- a. Spreadsheet (Y/N) Yes
- b. Narrative (Y/N) Yes

#### **IV. HOSPITAL COMMUNITY BENEFITS PROGRAM AND INITIATIVES**

1. Brief introduction of community benefits program and initiatives, including any measurable disparities and poor health status of racial and ethnic minority groups.

Suburban Hospital recognizes the community's unmet or potential health needs by participating in community coalitions, partnerships, advisory groups, boards, panels, committees, and serving on local County commissions and working with public health officials at MCDHHS. In FY12, Suburban Hospital delivered \$20,408,406 in community benefit contributions and conducted 2,432 community health improvement programs, screenings, classes, seminars and activities serving 100,171 individuals; of which 37,418 are from an ethnic minority group. As one of the fastest growing populations, minorities in Montgomery County represent 46.4% of Suburban Hospital's CBSA and as a result the Hospital targets programs within those groups to reduce health disparities. (See Exhibit 1)

In 1998, a Community Outreach Vision was established through a community health advisory council comprising health department officials and local community stakeholders. The council approved the following target areas of need: 1.) Access to Care 2.) Management and Prevention of Chronic Disease 3.) Underserved Seniors and 4.) Vulnerable Youth. The Healthy Montgomery needs health assessment validated that the Community Outreach vision established fourteen years ago is still relevant today.

Suburban Hospital continues to work to distinguish health priorities and generate solutions to address the growing challenges of preventing chronic disease, increasing access to care, and building safe and healthy communities in its Community Benefit Service Area.

Below is an example of community benefit activities that met major community needs in FY12.

- Nurses at four HeartWell clinics - located in Silver Spring, Gaithersburg, Wheaton and Chevy Chase- cared for an average of 630 patients per month, totaling 7,564 preventative clinic visits.

The encounters include free blood pressure screenings, one-on-one counseling, disease prevention and management sessions, small and large group educational programs.

- Over 2,000 Montgomery Cares patients have received expanded access to cardiologists, specialty diagnostic screenings, and open heart surgery since the inauguration of the Mobile Med/NIH Heart Clinic at Suburban Hospital in 2007, totaling more than 2,400 patient visits. In FY 12, there were 604 encounters, with 412 unduplicated patients at the MobileMed/NIH Heart Clinic.
- Nearly 1,400 patients have access to the specialty care of endocrine diseases through the Mobile Med/NIH Endocrine Clinic at Suburban Hospital that was established in July 2010. In FY12, there were; 427 encounters with 169 unduplicated patients at the MobileMed/NIH Endocrine Clinic.
- 1,920 under/uninsured patients were provided with \$4,445,433 in medical care at Suburban Hospital.
- Covering the Uninsured, an annual event at Suburban Hospital, provided free bilingual screening, counseling, and assistance with applications for Maryland residents who were without health care insurance on March 20th and March 22nd, 2012.
- To expand access to primary care and medical services for vulnerable residents, Suburban Hospital financially supports *Clinica Proyecto Salud* and the Holy Cross Hospital Health Centers in Gaithersburg, MD by donating \$300,000 in FY12 which affords these safety net clinics the ability to extend their hours of operations and supplement additional health care providers
- Cardiovascular outreach in Southern Maryland through the NIH Heart Center at Suburban Hospital supported 588 events, engaging 14,667 individuals to improve healthy lifestyles in Prince George's, Calvert, Charles, and St. Mary's counties.
- Medical Exploring and Job Shadowing resulted in 22 educational events for 614 students interested in pursuing careers in medicine.
- The Safe Sitter course at Suburban has produced 308 11-13 year- old graduates who learned safety essentials of babysitting in 2012.
- Since 2003, Suburban has hosted 18 YMCA parenting workshops that educated 1,701 families on issues facing parents today, from the healthy use of technology to the pressures children face in succeeding in the school system.
- 394 monthly blood pressure screenings conducted at area mall-walking programs and community centers contributed to keeping over 30,000 individuals to know their numbers and take better charge of their health.
- 804 Senior Shape classes taught by certified exercise instructors built flexibility, strength, and healthy hearts for thousands of seniors across Montgomery and Prince George's Counties.

- 83 health education seminars were coordinated by Suburban Hospital in senior centers throughout Montgomery and Prince George's Counties, reaching approximately 2,000 people. Topics ranged from Managing Knee Pain to Diving Out of Depression and Marching into Good Nutrition. All education seminars are free, open to the public and advertised through the Hospital's newsletter and social media.
- Since its inception three years ago, the Knots for Shots health initiative program has provided uninsured and homeless county residents with a free hat, scarf or blanket in exchange for getting a flu shot and in doing so reaching out to nearly 600 residents in Montgomery County who would otherwise not seek the vaccination.

Suburban Hospital's ongoing commitment to improving the health and well being of our community is demonstrated through the deliberate planning of health education initiatives and screenings; providing financial and in-kind support to community clinics and programming wellness activities that directly align with our County's needs assessment and identified social determinants of health. Collaborating with several key partnerships, coalition committees, non-profit organizations, corporations, institutes and county government is instrumental in leveraging resources to ensure that all stakeholders are engaged.

#### Indicator 1. Persons without Health Insurance

In Montgomery County, 12.5% of residents are uninsured, receive their primary care service from hospital emergency departments and are less likely to get routine checkups and screenings.<sup>5</sup> Resulting in treatment delay, this places a significant burden on the health-care system due to higher spending on treatment and also decreases the probability of improved health outcomes. The racial and ethnic groups in Montgomery County, a reported 32.7% of the Hispanic population does not have health insurance, as well as 16.0% of the Black or African American and 13.2% of the Asian populations.<sup>6</sup> Due to this discrepancy within the racial groups, Suburban Hospital has committed its resources to increase access to care and reduce the number of individuals without health insurance.

As a Countywide project to reduce inappropriate Emergency Department visits by linking low-income, uninsured patients with a Montgomery Cares primary care medical home, Suburban Hospital participates in an ongoing project called "ED-PC Connect." Suburban Hospital Emergency Department providers refer each individual patient to one of the three clinics (*Clinica Proyecto Salud*, Holy Cross Hospital Health Center- Gaithersburg and Mobile Medical Care, Inc.), based on proximity to their home address and specific services needed. Suburban hired a part-time, hospital-based patient navigator to work on the project from March 2010 to May 2011. The patient navigator receives both a list of all patients referred by ED providers and a separate IT-generated list of all self-pay/charity patients seen in the ED. The navigator attempted to contact all patients on both of these lists. As of July 2011, Suburban Hospital's patient referral process was modified to implement an approach that eliminated the role of the hospital-based patient navigator. The new procedure involves direct communication between

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<sup>5</sup> [www.healthymontgomery.org](http://www.healthymontgomery.org)

<sup>6</sup> [www.healthymontgomery.org](http://www.healthymontgomery.org)

Suburban Hospital ED administrator and clinic patient navigators. The administrator is responsible for sending those referrals produced by ED medical personnel to the corresponding clinic navigator for follow-up care coordination.

The Hospital also partners with Montgomery Cares, which provides health services to low income, uninsured Montgomery County adult residents. The program is administered by the Primary Care Coalition (PCC). Since Suburban does not have space of its own, the Hospital provides financial support to *Clinica Proyecto Salud* and the Holy Cross Hospital Health Centers located in Gaithersburg and fulfills Montgomery Cares' goal of increasing uninsured adult patients' access to primary care, thereby enabling the Clinics to employ additional health-care providers, extend their hours, and provide additional patient appointments each year. For example, since opening its doors in 2009 and receiving financial support from Suburban, the Holy Cross Hospital Health Center in Gaithersburg has seen an increase in the number of unduplicated visits by 43.8 % (2,115 FY10 vs. 3,041 FY12) and an increase the number of encounters by 47% (7,107 FY10 vs. 10,447 FY12). In FY12, *Clinica Proyecto Salud* served 744 unduplicated patients with 1,981 duplicate appointments.

For more than a decade, Suburban Hospital has provided free cardiovascular diagnostics, interventional and diagnostic radiology, laboratory, and inpatient services to Mobile Medical Care, Inc., a clinic that provides free or low-cost medical care for the uninsured. This partnership was expanded when the Hospital in conjunction with the National Heart, Lung and Blood Institute (NHLBI), combined expertise and initiated the Mobile Med/NIH Heart Clinic at Suburban Hospital in October 2007. The goal of the clinic is to increase access of specialty care and enable uninsured patients to receive state-of-the-art cardiac care, from diagnostic testing to open heart surgery to rehabilitation, at little or no cost to the patient. Once a week, volunteer physicians, nurses and administrators from each organization donate their time to staff the cardiac clinic. In addition, the Hospital donates space, supplies and services to the clinic. Since its opening, over 2,000 patients requiring advanced or specialty cardiovascular care have received treatment for specialty services that would otherwise not be accessible without health insurance. Due to positive health outcomes and the growing need for specialty care, the Heart Clinic opened its doors in 2008 to patients from other safety-net clinics.

It is not a surprise that Healthy Montgomery has chosen to focus on diabetes as one of the top six health indicators. As one of the fastest growing health epidemics affecting US populations today, it was a logical decision for Suburban Hospital, MobileMed and the National Institute of Diabetes and Digestive and Kidney Diseases (NIDDK), to replicate the successful Heart Clinic model in addressing unmet specialty care needs of those suffering from diabetes and other endocrine complications. In June 2010 a specialty clinic was established-the Mobile Med/NIH Endocrine Clinic at Suburban Hospital. In FY 12, the clinic was able to treat over 600 patients without health insurance who require specialty care for endocrine conditions and diseases by providing diagnostic tests, examinations, and one-on-one consultation with a Suburban Registered Dietitian at no cost to the patient. Among the most common conditions treated were goiter, hyperthyroidism, and uncontrolled diabetes type II. A noteworthy achievement has been an improvement in Hemoglobin A1C (HbA1C) among diabetic patients, which averaged a drop from 9.7% to 7.8%.

To increase access to care, Suburban engages in the "Covering the Uninsured Week", sponsored by the Maryland Hospital Association. During this event, experienced staff from the Patient Access Department staff screen and counsel Maryland residents who are without health insurance for Medicaid eligibility. This program enables community members to learn more about the various health-care

insurance options and receive assistance in the application process, along with a checklist of “next steps” for those eligible to apply.

Additionally, the Montgomery County Department of Health and Human Services’ Latino Health Initiative (LHI) hosts its annual *Ama Tu Vida* event which promotes health education and wellness through prevention screenings, services, and referrals to safety net clinics. *Ama Tu Vida* is an annual health improvement screening initiative that is recognized by the Latino community as a reputable resource for health check-ups. Since this group is predominately uninsured, they rely on these free services year after year. Suburban Hospital has played an active role in LHI’s efforts and provides free cholesterol, glucose, and blood pressure testing to local residents at *Ama Tu Vida* every year. Efforts such as these bridge the gap between access to care and the Montgomery County Hispanic residents by increasing awareness and knowledge of their health while building trust and confidence to navigate the often confusing health system.

#### Indicator 2. Adults unable to afford to see a doctor

Community members who are unable to afford to see a doctor may not receive the proper medical services when they need them, which can lead to missed diagnoses, untreated conditions, and adverse health outcomes. In Montgomery County, 13.5% of residents cannot afford a doctor.<sup>7</sup> The racial and ethnic minority population is affected disproportionately by this health issue. In 2010, 14.3.5% of Blacks, 41.9% of Hispanics and 9.2% of Asians reported an inability to pay to see a doctor compared to only 5.9% of Whites.<sup>8</sup> To assist in decreasing this rate, the programs mentioned in Indicator 1 (Mobile Med/NIH Heart Clinic, Mobile Med/NIH Endocrine Clinic, ED/PC connect, Montgomery Cares) serve to increase access to care and affords vulnerable residents an opportunity to receive care at little or no cost.

#### Indicator 3. Age Adjusted Death Rate Due to Breast Cancer

According to the National Cancer Institute, the age adjusted death rate due to breast cancer in Montgomery County is 19.9 per 100,000 women.<sup>9</sup> It is also predominately higher among black women as there are 31.6 deaths due to breast cancer per 100,000 women in Montgomery County.<sup>10</sup> Given that it is very prevalent among all women, it is critical to educate community members on the importance of early detection. Starting at a younger age affords women the opportunity to be more aware of the disease and its effects, as well as start to acquire healthy habits such as conducting regular breast self-exams.

Suburban Hospital, in an historical partnership with the Greater Washington Chapter of Hadassah, Montgomery County Public Schools and local private high schools sponsor the *Check It Out* Program, a community based health initiative which distributes free breast cancer education and early detection information to 11th and 12th grade young women in Montgomery County. Held every other year, a

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<sup>7</sup> [www.healthymontgomery.org](http://www.healthymontgomery.org)

<sup>8</sup> [www.healthymontgomery.org](http://www.healthymontgomery.org)

<sup>9</sup> [www.healthymontgomery.org](http://www.healthymontgomery.org)

<sup>10</sup> [www.healthymontgomery.org](http://www.healthymontgomery.org)



Suburban Hospital Cancer Program nurse addresses the importance of breast self-exam and answers questions from the audience about breast health and cancer.

Furthermore, Suburban Hospital's Cancer Program holds several wellness classes throughout the year for cancer patients and survivors including 'Look Good...Feel Better,' Tai Chi and Yoga exercise classes, a free guided nutritional tour at a local Whole Foods grocery store and its annual Living with Breast Cancer Symposium every October held at Suburban Hospital.

Lastly, Suburban Hospital also supports the Montgomery Cares safety-net clinics by providing financial assistance and in-kind support to those clinics that provide diagnostic testing for mammograms.

#### Indicators 4. & 5. Age Adjusted Death Rate Due to Prostate Cancer and Prostate Cancer Incidence Rate

Prostate cancer is the most common form of cancer other than skin cancer among men in the United States. Prostate cancer is second only to lung cancer as a cause of cancer-related death among men.<sup>11</sup> The death rate for prostate cancer in Montgomery County is 17.9 per 100,000 every year, according to the National Cancer Institute.<sup>12</sup> In addition, 162.1 per 100,000 new cases of Prostate Cancer are diagnosed every year.<sup>13</sup> The incidence rate in Montgomery County is higher among the African American/Black population with 246.0 new cases of prostate cancer being diagnosed and a reported 29.8 deaths occurring every year.<sup>14</sup>

Suburban Hospital's free Prostate Cancer Screenings aim to reduce the number of new cases diagnosed at the advanced disease stage every year through education and screening. The Hospital's Cancer Program conducts free PSA and DRE screenings once a year. Urologists, nurses and hospital staff volunteer their time and share their expertise with community participants. Follow-up and case management is provided by the Cancer Program's patient navigator. Interpreters are available to help translate screening forms, explain results and assist participants with navigating additional health resources. Screenings are open to the public and advertised at the safety net clinics. Our partnership with the African American Fraternity, Alpha Phi Alpha, has connected this free important screening to one of the highest at-risk populations. Alpha brothers not only help to promote and spread the message among their peers and family members, but also volunteer their time to help organize and conduct the screenings.

In addition, the Cancer Program hosts an annual Prostate Cancer Symposium which invites survivors of prostate cancer and their families to learn more about the latest advances in treatment and care available today. This year's distinguished physician speakers included Dr. Robert Dean, an urologist and director of andrology (male sexual health) at the Walter Reed National Military Medical Center, who discussed the options of restoring erectile function and sexual intimacy after prostate cancer treatment. The Cancer Program also offers monthly prostate cancer support groups open to all prostate cancer patients, their families and friends, providing an opportunity to gain new knowledge and share common

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<sup>11</sup> [www.healthymontgomery.org](http://www.healthymontgomery.org)

<sup>12</sup> [www.healthymontgomery.org](http://www.healthymontgomery.org)

<sup>13</sup> [www.healthymontgomery.org](http://www.healthymontgomery.org)

<sup>14</sup> [www.healthymontgomery.org](http://www.healthymontgomery.org)

concerns. As mentioned in Indicator 3, health and wellness classes are also available to cancer patients, survivors and their families through the Cancer Program.

#### Indicators 6, 7 & 8. Age Adjusted Death Rate Due to Colorectal cancer, Colon Cancer Screening and Colon Cancer Incidence Rate

Colorectal cancer, the second leading cause of cancer-related deaths in the United States, is a preventable disease. If all adults aged 50 or older had regular screening tests, as many as 60% of the deaths could be prevented. Healthy Montgomery reports that only 76.5% of Montgomery County residents over the age of 50 are screened for Colon Cancer and 11.4 per 100,000 people die from this preventable disease.<sup>15</sup> The incidence rate of 34.3 new cases of colorectal cancer per 100,000 in Montgomery County is below Healthy People 2020 national health target of 38.6.<sup>16</sup>

While 71.1% of Blacks in Montgomery County are screened for colorectal cancer, they have the highest incidence rate of 38.9 new cases diagnosed every year compared to Whites (32.7%) and Hispanics (21.9%).<sup>17</sup> Not surprisingly, Blacks also have a higher rate of age-adjusted death due to colorectal cancer with 16.6 deaths per 100,000 in contrast to Whites and Hispanics with 10.7 and 9.5 deaths per 100,000, respectively.<sup>18</sup>

Suburban Hospital's *Get a Check Up* program, which is made possible by the Tobacco Restitution Fund, has educated more than 10,000 Montgomery County residents in an effort to communicate the importance of colorectal cancer screening. FY12 marked the 10th year of partnership between Suburban Hospital and the Montgomery County Cancer Crusade (MCCC). Since there is always a need for screening, the demand is far greater than the available resources. Not only does Suburban Hospital assist in prevention and education of colon cancer through community seminars and health education materials, it also links community members to available free screenings through the MCCC. Our partnership extends beyond basic public health efforts; when a cancer has been detected, the Hospital has been able to absorb the treatment expenses of this costly disease in certain situations.

As the partnership between Suburban Hospital and the MCCC has grown over the years, the Hospital has been fortunate to expand education, outreach and navigation programs from colorectal cancer to various target cancers, such as, prostate, breast, and skin. (Indicators 3, 4, & 5)

Along with screenings, Suburban hosts education programs in recognition of Colorectal Cancer Month. In March 2012, Suburban Hospital hosted a Colorectal Cancer Symposium that featured a multidisciplinary panel including a Gastroenterologist, a Nurse Navigator from Suburban's Oncology Program, a Johns Hopkins Colorectal Cancer Surgeon and a Registered/Licensed Dietitian. The symposium was open to all community members, including colorectal cancer patients, survivors, family members and friends.

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<sup>15</sup> [www.healthymontgomery.org](http://www.healthymontgomery.org)

<sup>16</sup> [www.healthymontgomery.org](http://www.healthymontgomery.org)

<sup>17</sup> [www.healthymontgomery.org](http://www.healthymontgomery.org)

<sup>18</sup> [www.healthymontgomery.org](http://www.healthymontgomery.org)

### Indicator 9. Pap Test History

The American College of Obstetricians and Gynecologists recommends that all women get regular Pap tests which check for changes in the cells of the cervix that can be early signs of cervical cancer. Using data from the Maryland Behavioral Risk Factor Surveillance System (BRFSS), 83.5 % of women 18 years or older have had a Pap Test History in the last three years in Montgomery County. In Maryland, 210 new cases of Cervical Cancer have been diagnosed every year.<sup>19</sup> To improve the rate of Pap Testing and increase the chances of early detection of Cervical Cancer, Suburban Hospital's Laboratory Services donates its services by supplying and conducting free Gynecological testing for the patients at safety-net clinics such as *Clinica Proyecto Salud*.

### Indicator 10. Age-Adjusted Death Rate Due to Heart Disease

Heart disease is the leading cause of death in Maryland and the US. It can affect both men and women, despite ethnicity, race or socioeconomic status and has several risk factors including stroke, diabetes, hypertension, high cholesterol, obesity, smoking, alcohol use, poor diet and inactivity. Due to the complexity of this disease, it can also incur higher health-care costs as well. In conjunction with several key partners, the Hospital has been able to establish several programs and initiatives to reduce the death rate of heart disease of 127.8 in Montgomery County.<sup>20</sup>

As mentioned in Indicators 1 & 2, providing cardiac care to the County's safety net clinics through the partnerships with Montgomery Cares, MobileMed, LHI and NHLBI, is a natural extension of the hospital's existing efforts to expand and ensure equal access to primary and specialty care for Montgomery County residents.

Suburban Hospital's HeartWell program serves as a model of direct access to patient care. Through free cardiovascular health education, disease management and nutrition classes at four senior centers throughout the county, the HeartWell program is designed to reduce the frequency of hospital admissions due to cardiovascular disease. Data has shown that those county residents who have participated in the program have experienced positive clinical outcomes. HeartWell is located in Silver Spring, Gaithersburg, Wheaton, and Chevy Chase. Suburban Hospital nurses cared for an average of 630 patients per month in FY12, totaling 7,564 preventative clinic visits. HeartWell participants have free access to blood pressure screenings, one-on-one counseling, disease prevention and management sessions, in addition to small and large group educational programs. Piloted in 2011 and funded by the Wolpoff Family Foundation, the *HeartWell in Action* lecture series is held at three of the four senior centers within the CBSA. Focusing on strategies for heart healthy living, topics include Diabetes, Stress during the Holidays, Importance of Exercise, Nutrition, Sleep and Stroke Awareness. The monthly lectures attract an average attendance of fifty people per education seminar.

Senior Shape exercise classes are another example of the Hospital's commitment to reducing heart disease among the active senior population. Held at various community and senior centers in Montgomery and Prince George's Counties, Senior Shape focuses on strength, weight training and

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<sup>19</sup> <http://www.cancer.org/acs/groups/content/@epidemiologysurveillance/documents/document/acspc-031941.pdf>

<sup>20</sup> [www.healthymontgomery.org](http://www.healthymontgomery.org)

stretching with a safe, low-impact aerobic regimen. Classes not only improve seniors' cardiovascular health but also increase their balance and flexibility. In FY12, 26,440 seniors in Montgomery and 3,480 in Prince George's Counties took advantage of these exercise classes enhancing their cardiovascular health. The HeartWell and Senior Shape programs are made possible by the Hospital's partnership with the Montgomery County Departments of Recreation and Senior Services.

Increasing awareness of cardiovascular disease, the NIH Heart Center at Suburban Hospital supports community health initiatives to neighboring southern Maryland counties including Prince George's, Calvert, Charles, and St. Mary's since 2006. As the Hospital moves its health-care priorities to meet health outcome standards set by the Healthy Montgomery initiative, the outreach efforts in Southern Maryland have also evolved and progressed to reflect this model. Suburban Hospital's cardiovascular outreach benefited from strengthening and developing existing programs and strategically partnering with collaborators in the community whose cardiovascular health improvement initiatives align with that of the NIH Heart Center at Suburban Hospital.

Collaborating with the Maryland-National Capital Park and Planning Commission's Department of Parks and Recreation (M-NCPPC) and Prince George's County Health Department – Center for Healthy Lifestyle Initiatives (CHLI), the Suitland "Dine and Learn" Program has become one of the most successful health improvement initiatives operating in Prince George's County. The Suitland Dine & Learn Program is a free monthly health education program available to under- and/or uninsured residents of Suitland and surrounding communities in Prince George's County. The program's goal is to reduce cardiovascular health disparities and related co-morbidities among Prince George's County residents. Each monthly Dine & Learn session provides attendees with a blood pressure screening, a fitness coach-led exercise demonstration, a nutrition education lecture by a registered dietician, and a heart healthy cooking demonstration led by a personal chef.

#### Indicator 11. Age-Adjusted Death Rate Due to Diabetes

Diabetes is the seventh leading cause of death in the United States and an estimated 25.8 million people or 8.3% of the population are affected with diabetes in 2010.<sup>21</sup> People who are diagnosed with diabetes have 2.3 times higher medical costs than those without.<sup>22</sup> Data from Healthy Montgomery reports that 11.8 deaths per 100,000 in the county are a result of diabetes.<sup>23</sup> Complications from diabetes include heart disease, stroke, hypertension, blindness, kidney disease, neuropathy, and amputation. For that reason, Suburban Hospital HeartWell Program serves to decrease diabetes complications by offering various health education programs and disease management classes throughout Montgomery County as described in Indicator 10.

Noted in Indicator 1, Suburban Hospital works closely with *Clinica Proyecto Salud* by supporting numerous health initiatives targeted at its patients. Another long lasting health partnership initiative is the clinic's Diabetes School. Held the first Saturday of the month, diabetes classes last four hours, are taught in Spanish, and address different diabetic medical, health, and nutrition topics. All participants

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<sup>21</sup> [www.cdc.gov](http://www.cdc.gov)

<sup>22</sup> [www.diabetes.org](http://www.diabetes.org)

<sup>23</sup> [www.healthymontgomery.org](http://www.healthymontgomery.org)

are encouraged to bring family members to each class. In order for a participant to graduate, a minimum of two classes, along with pre and post testing must be completed. A participant's successful graduation from Diabetes School is used to measure their compliance to treatment.

Diabetes education recommendations change over time and the curriculum must reflect new guidelines and recommendations. Suburban Hospital worked diligently to enhance the curriculum of the Diabetes School at the *Clinica Proyecto Salud* as it addresses the seven self-care behavior education recommendations by American Association of Diabetes Educators, which are: healthy eating, being active, monitoring, medication compliance, problem solving, healthy coping, and reducing risks.

#### Indicator 12. Adults Engaging in Moderate Physical Activity

Approximately 35% of adults in Montgomery County perform physical activity three to five times each week for at least 30 minutes a day reported by the BRFSS.<sup>24</sup> By exercising, adults reduce their risk of many serious health conditions including obesity, heart disease, diabetes, colon cancer, and hypertension while improving mood and promoting healthy sleep patterns. The Senior Shape and HeartWell programs as mentioned in Indicator 10 help improve the frequency at which adults exercise. Suburban Hospital's Community Health and Wellness Department also regularly conducts three Mall Walking Programs (Stepping Out at Westfield Montgomery Mall for close to 25 years, I Love to Walk at White Flint Mall for the past 7 years and Rise and Shine at Lakeforest Mall for over 16 years) which encourages community members to engage in physical activity several times a week.

Studies suggest that when young children engage in physical activity they are more likely to continue when they become an adult. According to the Physical Activity Guidelines for Americans, children and adolescents should participate in physical activity for at least 60 minutes every day.<sup>25</sup> For that reason and in an effort to support our youngest residents, Suburban Hospital has a long term health partnership with Girls on the Run of Montgomery County in April 2012. An international program, Girls on the Run offers a unique, life-changing, after school program for 3rd through 8th grade girls, designed to promote healthy habits and an active lifestyle.<sup>26</sup> The ten-week curriculum incorporates training for a 5k running race with education and interactive discussions about critical issues affecting pre-teen girls as they reach adolescence.<sup>27</sup> Girls completing the program are physically, mentally, and emotionally stronger and better prepared to overcome the challenges and pressures of adolescence and beyond.<sup>28</sup> As a long term health partner, the Hospital purchases running shoes for girls at Title I Montgomery County Public Schools, offers discounted CPR and Basic First Aid training to coaches, and provides health habit tips on Girls on the Run Montgomery County website.

Through these programs and partnerships, Suburban Hospital is able to encourage healthy lifestyles and increase physical activity to our community members, both young and young at heart.

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<sup>24</sup> [www.healthylmontgomery.org](http://www.healthylmontgomery.org)

<sup>25</sup> [http://www.letsmove.gov/sites/letsmove.gov/files/TaskForce\\_on\\_Childhood\\_Obesity\\_May2010\\_FullReport.pdf](http://www.letsmove.gov/sites/letsmove.gov/files/TaskForce_on_Childhood_Obesity_May2010_FullReport.pdf)

<sup>26</sup> [www.girlsontherunofmoco.org](http://www.girlsontherunofmoco.org)

<sup>27</sup> [www.girlsontherunofmoco.org](http://www.girlsontherunofmoco.org)

<sup>28</sup> [www.girlsontherunofmoco.org](http://www.girlsontherunofmoco.org)

### Indicator 13. Age-Adjusted Death Rate Due to Cerebrovascular Disease (Stroke)

In Montgomery County, it is reported that the age-adjusted death rate due to Cerebrovascular Disease (Stroke) is 30.0 per 100,000 people.<sup>29</sup> Similar to Heart Disease, a stroke is the result of several risk factors including hypertension, high cholesterol, diabetes, smoking, and is the number one cause of disability. It is also associated with high direct medical costs such as hospitalizations and doctor visits, as well as indirect costs including absence from work, disability and premature death. Among the four reported racial and ethnic groups in Montgomery County, African Americans have a higher age-adjusted death rate of 32.9 due to stroke than Caucasians (29.9), Asians/Pacific Islanders (23.3) and Hispanics (15.0).<sup>30</sup>

Recognizing the need to educate community members about this debilitating disease, Suburban Hospital, the NIH Stroke Center at Suburban Hospital, the American Heart Association and the American Stroke Association's Power to End Stroke have partnered to help the fight against stroke through an interactive training program, the Stroke Ambassador Program. Hospital staff and community members are invited to participate by becoming Stroke Ambassadors. The program is designed to teach Ambassadors about stroke by providing them with various educational materials, a video presentation and brief lecture by a certified Stroke Awareness Ambassador from Suburban Hospital. Participants are also encouraged to take the information they have learned and relay it to their respective community members. In FY12, 140 stroke ambassadors were trained in Montgomery and Prince George's Counties.

As a designated Stroke Center, Suburban Hospital also hosts monthly stroke support groups by the Montgomery County Stroke Association. Every May, in recognition of Stroke Awareness Month, Suburban Hospital conducts a variety of community education seminars throughout the County to educate those at high risk about prevention, warning signs and the treatment of stroke. This year, staff from Community Health and Wellness, the NIH Stroke Center, and staff volunteers conducted its first "Strike Out Stroke" community outreach initiative providing free blood pressure screenings and distributing educational materials to community members at the metro stations and community commons areas in downtown Bethesda.

In addition to education, the key to stroke prevention is through screening. The Community Health and Wellness Department and the HeartWell program, partnering with local shopping malls and the Montgomery County Departments of Recreation, conducted numerous blood pressure screenings reaching thousands of individuals a year as described in Indicator 12. These consistent screenings provide an opportunity for community members to check their blood pressure and keep track of any changes that may occur.

### Indicator 14. High Blood Pressure Prevalence

Approximately 21.6% of Montgomery County adults are diagnosed with hypertension (high blood pressure).<sup>31</sup> As the number one modifiable risk factor for stroke, high blood pressure contributes to

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<sup>29</sup> [www.healthymontgomery.org](http://www.healthymontgomery.org)

<sup>30</sup> [www.healthymontgomery.org](http://www.healthymontgomery.org)

<sup>31</sup> [www.healthymontgomery.org](http://www.healthymontgomery.org)

heart attacks, heart failure, kidney failure, and atherosclerosis. In the United States, one in three adults has high blood pressure, and nearly one-third of these people are not aware that they have it.<sup>32</sup> Since there are no symptoms associated with high blood pressure, it is often called the “silent killer.” As stated in Indicators 10, 11, 12 and 13, there are various programs initiated by Suburban Hospital and its partners in order to increase the awareness and decrease the prevalence of heart disease, diabetes and stroke in Montgomery County among all the racial groups. Since high blood pressure is a risk factor for heart disease and stroke, the free blood pressure screenings conducted by the Community Health and Wellness Department and the HeartWell Program provide a continuum of care for community members allowing them to check their blood pressure on a regular and consistent basis in convenient locations throughout Montgomery and Prince Georges Counties.

#### Indicator 15.High Cholesterol Prevalence

As stated in Indicator 10, high blood cholesterol is one of the major risk factors for heart disease. Studies show that the higher one’s blood cholesterol level, the greater their risk for developing heart disease or having a heart attack. In Montgomery County, the percentage of adults who have had their blood cholesterol checked and have been told that it was high was 31.8 %.<sup>33</sup> As describe in Indicator 1, Suburban Hospital and MobileMed, Inc. collaborate on several health initiatives, allowing access to care for those who cannot afford it. Part of the agreement between the organizations includes providing free laboratory testing such as cholesterol analysis.

In partnership with MCDHHS’ Latino Health Initiative (LHI), the Hospital contributes to its annual *Ama Tu Vida* health fair by providing free cholesterol, glucose, and blood pressure screening to local Hispanic residents every year. These free and accessible screenings affords local residents the opportunity to become aware of ‘knowing their numbers’ which educates these community members who otherwise may not have access to such information or screening on how to impact positive change and take control of their health.

#### Indicator 16.Adults with Diabetes

In Montgomery County 5.1% of residents are diagnosed with Diabetes.<sup>34</sup> This rate is disproportionate among the minority and elderly within the county with 13.5% of adults over 65 diagnosed with diabetes.<sup>35</sup> As previously mentioned in Indicators 1, 10, 11 and 15, several health improvement programs and partnerships like HeartWell, Diabetes School, MobileMed/NIH Endocrine Clinic, and *Ama Tu Vida* ensure that community members are provided with the necessary education, link to treatment that help in the day to day management of this complicated disease.

Moreover, Suburban Hospital’s Diabetes Nurse Educator facilitates a free Diabetes Support Group held once a month which provides peer support for people living with diabetes through open discussions and provides educational speakers who provide valuable information and resources on various diabetes topics.

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<sup>32</sup> [www.healthymontgomery.org](http://www.healthymontgomery.org)

<sup>33</sup> [www.healthymontgomery.org](http://www.healthymontgomery.org)

<sup>34</sup> [www.healthymontgomery.org](http://www.healthymontgomery.org)

<sup>35</sup> [www.healthymontgomery.org](http://www.healthymontgomery.org)



### Indicator 17. Adult Fruit and Vegetable Consumption

In FY12, Healthy Montgomery established behavioral health and obesity as the initial two priorities that the steering committee would address as they currently have the least amount of resources and require the greatest need. Coincidentally, Suburban Hospital has several health improvement initiatives in place to contribute to improving these priorities. As a result, Adult Fruit and Vegetable Consumption, along with Adequate Social and Emotional Support are included as two additional indicators in the FY12 report.

Only 29.6% of adults in Montgomery County consume the recommended five or more servings of fruits and vegetables a day according to the BRFSS.<sup>36</sup> In order to maintain a healthy weight and prevent chronic disease, numerous studies have shown that consuming vegetables and fruit in large quantities and varieties can decrease the risk of disease, especially cancer. Despite the numerous grocery stores, farmer's markets and specialty food stores in Montgomery County, a reported 2% of residents are low income and do not live close to a grocery store.<sup>37</sup> Community partnerships and programs such as MobileMed/NIH Endocrine Clinic, HeartWell in Action, Dine and Learn, Diabetes School, and guided tours of Whole Foods, focus on improving the nutrition of community members whether it is preventing or managing disease as mentioned in Indicators 1, 2, 3, 10, and 11. These programs advocate increased consumption of vegetables, fruits and whole grains in to one's diet and are accessible to all racial groups within Montgomery County.

At Suburban Hospital, a partnership with a local farmer offering a Community Supported Agriculture (CSA) program has provided staff, patients and visitors the opportunity to purchase local fruits and vegetables sold in the Hospital's cafeteria. Managed by the Hospital's dietary staff, employees and community members are encouraged to sign up for a CSA share in which they receive a box containing local and fresh fruits and vegetables once a week during the spring and summer months. Working with the Community Health and Wellness Department, the Hospital's dietitians volunteer their time and present on various nutrition topics to the area's community senior centers within Suburban's CBSA.

In addition to free community health seminars, Suburban Hospital's Community Health and Wellness Department offers numerous cooking classes during which a chef demonstrates how to prepare a variety of vegetarian dishes. Classes have highlighted dishes from different ethnic and regional cultures such as Greece, Italy, Morocco and the Caribbean where participants are encouraged to use herbs and spices as an alternative to extra fat and sodium. While there is a fee for the cooking classes, programs are advertised at a reduced price. Suburban Hospital has also screened culturally relevant documentaries including "FRESH" and "The Weight of the Nation," presented free to the public which emphasize the need to consume local and sustainable foods. These documentaries share knowledge and facts about the obesity epidemic in the US. At the end of each screening, there is a professionally lead discussion and dialogue is encouraged among the participants. In February 2012, Suburban Hospital organized a signature annual event-'Fit and Fabulous Over Fifty'. Focusing on women's health, a local and well-known female physician explained how improvements to diet, active lifestyle and improved health care can play a role in how we age. A local business, SouperGirl, provided fresh, kosher vegan soups and salads to the audience members before the presentation. Partnering with local chefs and

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<sup>36</sup> [www.healthymontgomery.org](http://www.healthymontgomery.org)

<sup>37</sup> <http://www.countyhealthrankings.org/maryland>



businesses allows community members an opportunity to learn about different cuisines, incorporate a vegetarian diet into their own busy routine and expand their knowledge base of growing food trends can contribute to improved healthy lifestyles.

All of these programs are free and open to the public and advertised through the Hospital's newsletter, social media and public flyers disseminated via the Hospital's CBSA at ongoing daily health and wellness programs, classes and screenings.

#### Indicator 18. Adequate Social and Emotional Support

According to BRFSS, 83.3% of adults in Montgomery County report they usually or always get the social and emotional support they need.<sup>38</sup> Defined as the sensation of feeling loved and cared for by those around them; individuals with a supportive network experience better health outcomes compared to those without.<sup>39</sup> Suburban Hospital sponsors several programs and events throughout Montgomery County which are designed not only to improve the health of its residents, but also improve their emotional wellbeing. Discussed in Indicators 4, 5, 13, and 16, the Hospital hosts many support groups Prostate Cancer, Stroke and Diabetes, Hematology Cancer, co-sponsored by the Leukemia & Lymphoma Society, MS Family Caregiver, and Myasthenia Gravis. In FY 12, held at Friendship Heights Village Center in Chevy Chase, MD, the NIH Suburban Stroke Program held its first Aphasia support group for patients whose speech is impaired due to health related issues such as stroke, Parkinson's or dementia. Free and open to the public, each support group is facilitated by a health-care professional, allowing individuals the supportive network needed to discuss openly about their fears and concerns, while sharing stories, and resources among the group.

Research suggests that physical activity reduces the symptoms of anxiety and depression, improves mood and feelings of well-being. Daily health maintenance programs such as Mall Walking (Stepping Out, I Love to Walk and Rise and Shine), HeartWell and Senior Shape cited in Indicators 10, 12, 13 and 14 not only provide physical health benefits, but also social and emotional benefits that provide unique support to our growing senior community. For example, after years of participating in these ongoing programs, meaningful relationships are created and nurtured. Whether the interaction is between the nurse or health educator who takes their blood pressure every week or a fellow participant; many people are able to build lasting friendships throughout the years and engage in other social events outside these programs that keep them engaged and focused on staying well.

As previous outlined in Indicator 12, Suburban Hospital's partnership with Girls on the Run of Montgomery County affords young women the opportunity to become stronger physically, mentally, and emotionally and better equipped to overcome the pressures and challenges of adolescence and beyond.

In addition, the Hospital's Behavioral Health staff volunteer their time by presenting to seniors at area community centers on topics such as Depression, Seasonal Affect Disorder and Caring for a Loved One. In partnership with Montgomery County Hospice, additional seminars presented to our seniors include End-of-Life Care: Dealing with Advance Directives. For the past two years, Suburban Hospital has

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<sup>38</sup> [www.healthymontgomery.org](http://www.healthymontgomery.org)

<sup>39</sup> [www.healthymontgomery.org](http://www.healthymontgomery.org)

partnered with Johns Hopkins University Press authors to connect community members with three psychiatrists explaining their work in their field in a book “Shrink Wrap” to Dr. Dan Morhaim, a practicing physician and Maryland state legislator, who addresses the medical and legal maze of end-of-life care. After the education seminar, community members are invited to participate in open discussions and encouraged to ask questions

Initiative 1. Mobile Med/NIH Heart Clinic at Suburban Hospital

<b>Identified Need</b>	Cardiovascular Disease; Access to specialty care
<b>Hospital Initiative</b>	MobileMed/NIH Heart Clinic at Suburban Hospital
<b>Primary Objective</b>	Provides patients access to the very best cardiac care, from diagnostic tests to surgery to rehabilitation, at little or no cost. One night per week, physicians, nurses, staff and administrators from Suburban Hospital, the National Institute of Heart, Lung and Blood and MobileMed, volunteer their time to staff the cardiac clinic, located at the NIH Heart Center at Suburban Hospital.
<b>Single or Multi-Year Initiative Time Period</b>	Ongoing, every Thursday from 3:30pm-8:00pm in the NIH Heart Center at Suburban Hospital.
<b>Key Partners in Development and/or Implementation</b>	Suburban Hospital, MobileMed, Inc., the National Institute of Heart, Lung and Blood (NHLBI), Community Cardiologists.
<b>Evaluation Dates</b>	MobileMed/NIH Heart Clinic had its biggest and most successful year. In FY12 the heart clinic space was renovated to include two additional exam rooms, a consult room and an expanded waiting room. The Heart Clinic is now able to accommodate an average number of 18 patients as opposed to 12, including additional cardiologist to serve the increased number of specialty patients.
<b>Outcome (Include process and impact measures)</b>	Due to the clinic's success and the growing need for specialty care, the Heart Clinic opened its doors in 2007 to patients from other safety-net clinics and has seen since then nearly 2,000 patients requiring cardiovascular care received treatment for specialty services that would otherwise not be available without health insurance. In FY12, there were 604 encounters, with 412 unduplicated patients. There are 67 unique clinic dates within the list of encounters. Of those 604 encounters, 581 had primary ICD-9s. Of those primary codes, the most prevalent are: 401.1 Hypertension (29.8% of encounters), 272.4 Hyperlipidemia (22.3%), and 250.00 (16.7%) DM Type II without complications.
<b>Continuation of Initiative</b>	The MobileMed/NIH Heart Clinic is in its fifth year and continues to expand.
<b>Cost of Initiative for Current FY</b>	\$220,026.00

Initiative 2. MobileMed/NIH Endocrine Clinic at Suburban Hospital

<b>Identified Need</b>	Access to specialty care
<b>Hospital Initiative</b>	MobileMed/NIH Endocrine Clinic at Suburban Hospital
<b>Primary Objective</b>	Provides patients access to the specialty care of endocrine conditions and diseases, from diagnostic tests, examinations, and one-on-one consultation with a Suburban Registered Dietitian, at little or no cost.
<b>Single or Multi-Year Initiative Time Period</b>	Ongoing, every Thursday at the Suburban Outpatient Medical Center from 4:00pm-7:30pm.
<b>Key Partners in Development and/or Implementation</b>	Suburban Hospital, Mobile Med., Inc., and the National Institute of Diabetes and Digestive and Kidney Diseases
<b>Evaluation Dates</b>	Clinic just completed second year. Achieved significant improvements in patients' HbA1C results.
<b>Outcome (Include process and impact measures)</b>	<p>In FY12, there were 169 unduplicated patients; 427 encounters.</p> <p>Of the patients who received treatment, most presented with Diabetes II, (uncomplicated, uncontrolled or with complications); Hyperthyroidism, Hypothyroidism (unspecific) or Goiter (unspecific).</p> <p>A noteworthy achievement has been an improvement in Hemoglobin A1C (HbA1C) among diabetic patients, which averaged a drop from 9.7% to 7.8%.</p>
<b>Continuation of Initiative</b>	The MobileMed/NIH Endocrine clinic celebrated its second year and continues to expand.
<b>Cost of Initiative for Current FY</b>	\$25,234.00

### Initiative 3. Senior Shape Exercise Program

<b>Identified Need</b>	Senior Health; Cardiovascular Health; Social and Emotional Support
<b>Hospital Initiative</b>	Senior Shape Exercise Program
<b>Primary Objective</b>	Senior Shape provides the seniors with a safe, low-impact aerobic, exercise regimen that focuses on strength and weight training, balance, flexibility, stretching, and aerobic activity for optimal cardiovascular benefits to 26,440 seniors in Montgomery County; 3,480 in Prince George’s County in FY12.
<b>Single or Multi-Year Initiative Time Period</b>	Ongoing; Multiple classes are held either once or twice a week at nine different senior centers in Montgomery and Prince George’s Counties.
<b>Key Partners in Development and/or Implementation</b>	Suburban Hospital Community Health and Wellness Department, Montgomery County Department of Recreation (Holiday Park, Margaret Schweinhaut, Potomac, Clara Barton, Gaithersburg Community Centers), Bethesda-Chevy Chase Regional Services Center, and Parks and Recreation of Prince George’s County (Prince Georges Plaza and Gwendolyn Britt Community Centers)
<b>Evaluation Dates</b>	Fitness Assessments were performed in May 2012; for example: of the 146, 111 were able perform the chair stand, arm curl, back scratch test and 8 foot-up and go tests within normal ranges.
<b>Outcome (Include process and impact measures)</b>	One additional class added to existing location in Montgomery County due to ongoing demand for additional classes.
<b>Continuation of Initiative</b>	Classes scheduled through 2013. The first Senior Shape class began in 2001, best practice models continue to replicate and we are on schedule to operate indefinitely.
<b>Cost of Initiative for Current FY</b>	\$30,807.00

Initiative 4. Stroke Ambassador Program

<b>Identified Need</b>	Stroke; Chronic disease morbidity and mortality
<b>Hospital Initiative</b>	Stroke Ambassador Program
<b>Primary Objective</b>	To train community members to recognize the key signs and symptoms of a stroke along with the ways to reduce risk factors for this life threatening condition.
<b>Single or Multi-Year Initiative Time Period</b>	Ongoing
<b>Key Partners in Development and/or Implementation</b>	Suburban Hospital Community Health and Wellness Department, the NIH Stroke Center at Suburban Hospital, the American Heart Association and the American Stroke Association's Power to End Stroke programs
<b>Evaluation Dates</b>	At the end of each training, participants are asked to fill out an evaluation in order to measure the qualitative and quantitative effectiveness of the training itself.
<b>Outcome (Include process and impact measures)</b>	In FY12, 140 stroke ambassadors have been trained in Montgomery and Prince George's Counties.
<b>Continuation of Initiative</b>	Partnering with NIH Stroke Center to revamp the program and launch during stroke awareness month. The new program will be called the Stroke Champions. New instructors will be recruited and trained.
<b>Cost of Initiative for Current FY</b>	\$ 2,287.00

Initiative 5. Prostate Cancer Screenings

<b>Identified Need</b>	Prostate Cancer
<b>Hospital Initiative</b>	Free and Accessible Prostate Cancer Screenings
<b>Primary Objective</b>	Volunteer urologists, nurses and hospital staff conduct free PSA and DRE screenings for 52 men in Montgomery County
<b>Single or Multi-Year Initiative Time Period</b>	Every year in recognition of Prostate Cancer Awareness Month.
<b>Key Partners in Development and/or Implementation</b>	Suburban Hospital Cancer Program, Alpha Phi Alpha Fraternity and Community Health and Wellness Departments
<b>Evaluation Dates</b>	Number of patients, Patient Satisfaction, Rate of return for follow-up visit for patients previously identified with a high PSA.
<b>Outcome (Include process and impact measures)</b>	Follow-up and case management provided by the Cancer Program's patient navigator. Interpreters are available to help translate screening forms, explain results and assist participants with navigating additional health resources.
<b>Continuation of Initiative</b>	Last screening held in September 2012. Ongoing each September.
<b>Cost of Initiative for Current FY</b>	\$4,364.00

Initiative 6. Crew # 1984 Medical Exploring Program

<b>Identified Need</b>	Decrease shortage of health care workers.
<b>Hospital Initiative</b>	Crew # 1984 Medical Exploring Program
<b>Primary Objective</b>	To introduce high school students to careers in health care.
<b>Single or Multi-Year Initiative Time Period</b>	Every school year; September 2011 to June 2012. Medical Exploring has been in operation for over 20 years at Suburban Hospital.
<b>Key Partners in Development and/or Implementation</b>	Boy Scouts of America, Montgomery County Public and Private Schools, Suburban Hospital Community Health and Wellness and Medical Staff/Healthcare Providers
<b>Evaluation Dates</b>	End of the year evaluation given to students on their experience of the program and thoughts on improvements for the following year.
<b>Outcome (Include process and impact measures)</b>	# of returned students to program (approximately 40%)  # of MV attending medical school or pursue career in allied health (two surgeons, one dermatologist, on internal medicine and one nurse practitioner)
<b>Continuation of Initiative</b>	Program sessions for 2012-2013 have begun.
<b>Cost of Initiative for Current FY</b>	\$15,493.00



Initiative 7. HeartWell

<b>Identified Need</b>	Cardiovascular Health; Access to Care
<b>Hospital Initiative</b>	HeartWell
<b>Primary Objective</b>	Through free cardiovascular health education, disease management, and nutrition classes at four senior centers throughout the county, the HeartWell program is designed to reduce the frequency of hospital admissions due to cardiovascular disease. Located in Silver Spring, Gaithersburg, Wheaton, and Chevy Chase, participants have free access to blood pressure screenings, one-on-one counseling, disease prevention and management sessions, in addition to small and large group educational programs.
<b>Single or Multi-Year Initiative Time Period</b>	Ongoing
<b>Key Partners in Development and/or Implementation</b>	Suburban Hospital Community Health and Wellness, HeartWell; Montgomery County Department of Parks and Recreation
<b>Evaluation Dates</b>	Number of patients, Patient Satisfaction  HeartWell In Action-evaluations tools shows that attendees increased their knowledge base on the risk factors for cardiovascular disease.
<b>Outcome (Include process and impact measures)</b>	Suburban Hospital HeartWell nurses cared for an average of 630 patients per month in FY12, totaling 7,564 preventative clinic visits.
<b>Continuation of Initiative</b>	Clinics scheduled for 2013. HeartWell in Action to being operating at Washington Metropolitan OASIS in 2013.
<b>Cost of Initiative for Current FY</b>	\$313,190.00

Initiative 8.Girls on the Run

<b>Identified Need</b>	Physical Activity, Social and Emotional Support
<b>Hospital Initiative</b>	Girls on the Run
<b>Primary Objective</b>	Girls on the Run offers a unique, life-changing, after school program for 3rd through 8th grade girls, designed to promote healthy habits and an active lifestyle. The ten-week curriculum incorporates training for a 5k running race with education and interactive discussions about critical issues affecting pre-teen girls as they reach adolescence. As the exclusive health sponsor, Suburban Hospital purchases running shoes for girls at Title I Montgomery County Public Schools, offers discounted CPR and Basic First Aid training to coaches, and provides health habit tips on Girls on the Run Montgomery County website
<b>Single or Multi-Year Initiative Time Period</b>	Ongoing
<b>Key Partners in Development and/or Implementation</b>	Girls on the Run Montgomery County , Montgomery County Public Schools, Suburban Hospital Community Health and Wellness
<b>Evaluation Dates</b>	Academic evaluations of the program show a statistically significant improvement in body image, eating attitudes and self-esteem; Evidence also indicates an improved sense of identity and an increasingly active lifestyle for program participants
<b>Outcome (Include process and impact measures)</b>	-122 Girls on the Run coaches were trained in First Aid and CPR -48 shoes were purchased for girls at Title I Montgomery County Public School
<b>Continuation of Initiative</b>	Partnership support from Hospital is established for the next five years.
<b>Cost of Initiative for Current FY</b>	\$15,776.00

Initiative 9.Suitland Dine and Learn Program

<b>Identified Need</b>	Cardiovascular Health
<b>Hospital Initiative</b>	Suitland Dine and Learn Program
<b>Primary Objective</b>	Each monthly Dine & Learn session provides attendees with a blood pressure screening, a fitness coach-led exercise demonstration, a nutrition education lecture by a registered dietician, and a heart healthy cooking demonstration led by a personal chef.
<b>Single or Multi-Year Initiative Time Period</b>	Ongoing
<b>Key Partners in Development and/or Implementation</b>	NIH Heart Center at Suburban Hospital , Kaiser Permanente and Department of Health, Parks and Recreation of Prince George's County
<b>Evaluation Dates</b>	NIH Heart Center at Suburban Hospital conducts a free health assessment twice a year, once at the beginning of the program (January) and six months later (June). The pre- and post-health assessment includes a total cholesterol screening, blood pressure check, body fat composition analysis, and a weigh-in.
<b>Outcome (Include process and impact measures)</b>	<p>Decrease in blood pressure from 134.4 to 131.1 for systolic and 76.5 to 73.5 for diastolic from June 2011 to June 2012.</p> <p>An average of two (2) lbs. of weight loss is achieved among the Suitland Dine &amp; Learn participants between June 2011 and 2012,</p> <p>While the average total cholesterol result did not decrease from 2011 to 2012, the overall result is below 200 and reflects a normal level.</p>
<b>Continuation of Initiative</b>	Planned for 2013 calendar year.
<b>Cost of Initiative for Current FY</b>	\$4,141.00

2. Description of the community health needs that were identified through a community needs assessment that were not addressed by the hospital

While community health needs assessments can point out underlying causes of good or poor health status, health providers and health related organizations—primary users of information found in CHNA’s—are not usually in a position to affect all of the changes required to address a health issue. For example, the ability to reduce poverty, improve educational attainment, or affect employment cannot be achieved by a health system alone. Nor can they affect basic demographics like age or gender distribution patterns.

The Healthy Montgomery steering committee established six official health priorities to be tracked, measured and evaluated based on health inequities, lack of access, and unhealthy behaviors over the next three years. One of those health priorities includes Maternal and Child Health. Suburban Hospital may not be in a position to affect all of the changes required to address this health priority given that the hospital does not have an obstetrics designation or deliver babies. One reason for not seeking this designation is due to the fact that there are several other community hospitals within 5-10 miles of our Bethesda location that have obstetrics programs. While Suburban Hospital may not be able to directly address this health priority, the Hospital does indirectly support Maternal and Child Health initiatives through funding and programming of several other organizations which promote the health and well-being of children and their families. Notably, Suburban Hospital supports the YMCA Youth and Family Services by hosting parenting seminars at the hospital twice a year. Proceeds from the seminars go directly to the YMCA and support its programming available to the community’s families. In addition, Suburban Hospital provides financial support to safety net clinics in Montgomery County who treat specific patients requiring obstetric or pediatric care.

Furthermore, the Pediatric Center at Suburban Hospital provides children of all ages with quality care in a kid-friendly, family-centered environment ensuring around-the-clock pediatric expertise and promotes continuity of care. Recognizing the unique medical needs of our youngest patients, a team of board-certified pediatricians and specially trained pediatric nurses treat everything from sore throats to playground injuries and broken bones to complex illnesses and offers a full range of ancillary care, including radiology and laboratory services. The Center also offers support for children who are undergoing outpatient procedures.

## **V. PHYSICIANS**

1. Description of gaps in the availability of specialist providers, including outpatient specialty care, to serve the uninsured cared for by the hospital.

Suburban Hospital is concerned about patient access to care, which is endangered by an identified shortage of physicians in Montgomery County practicing in primary care and in several specialties. A study from the Maryland Hospital Association and MedChi found that shortages in Primary Care, Dermatology, Hematology/Oncology, Psychiatry, Anesthesiology, Emergency Medicine, Thoracic Surgery, and Vascular Surgery. Maryland also has only a borderline supply of orthopedic surgeons.<sup>40</sup> Suburban Hospital is committed to expanding not only access to primary care for the uninsured, but also collaborates with local health partners like Montgomery Cares, Project Access, Primary Care Coalition,

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<sup>40</sup>[http://www.mhaonline.org/File%20Library/Workforce/Physicians/Executive\\_Summary.pdf](http://www.mhaonline.org/File%20Library/Workforce/Physicians/Executive_Summary.pdf)

Catholic Charities, Mobile Medical Care, *Clinica Proyecto Salud*, NHLBI, NIDDK, community cardiologists and orthopedic surgeons to provide much needed specialty care, especially for those who suffer from chronic disease. A few examples of how Suburban Hospital and its partners are working to narrow the gap in availability of these specialty services are outlined below:

Every Thursday evening since October 2007, Suburban Hospital has operated a specialty cardiac clinic on-site with our partners Mobile Medical Care, Inc. and the National Heart, Lung and Blood Institute of the NIH. The clinic serves to provide access to care and alleviate the gap in specialty providers for cardiac patients. Referred from safety net clinics in the County operated by MobileMed, *Clinica Proyecto Salud* and the Holy Cross Hospital Health Centers, each patient is seen by a Suburban cardiologist and clinical staff from the NIH. In addition to coordinating the cardiologists and nurses who volunteer at the clinic, the Hospital absorbs the costs associated with free cardiovascular specialty diagnostic screenings and open-heart surgery for patients who require advanced care. The Mobile Med/NIH Heart Clinic has provided expert care to over 2,000 patients to date and has conducted multiple open-heart surgeries at no cost to the patients needing them.

Based on the best practice model of the MobileMed/NIH Heart Clinic, Suburban Hospital, MobileMed Inc. and the National Institute of Diabetes and Digestive and Kidney Diseases (NIDDK) established a free endocrine clinic providing lifestyle and chronic disease management for people with endocrine diseases. Opening its doors in July 2010, staff from Suburban Hospital, NIDDK and MobileMed volunteer their time once a week by providing diagnostic tests, laboratory services and free medical examinations and has treated approximately 1,400 patients to date. In addition, Endocrine clinic patients have the opportunity to meet one-on-one with Suburban Hospital Registered Dietitians for free nutrition consultations to review individual nutrition plans and examine challenges with dietary restraints.

Since 2004, Suburban Hospital has supported several specialty health initiatives targeted at *Clinica Proyecto Salud* patients, including Diabetes education and management. Suburban Hospital has provided a bilingual health educator who has taught hundreds of people living with Diabetes to better manage their Diabetes and lifestyle changes. In accordance with our 2008 agreement with Montgomery Cares, Suburban Hospital financially funds *Clinica Proyecto Salud* and the Holy Cross Hospital Clinic-Gaithersburg, increasing uninsured adult patients' access to primary care, which enables the Clinic to employ additional healthcare providers, extend their hours, and provide additional patient appointments. For example, the Holy Cross Hospital Health Center in Gaithersburg had an increase in the number of unduplicated visits by 43.8 % (2,115 FY10 vs. 3,041 FY12) and an increase the number of encounters by 47% (7,107 FY10 vs. 10,447 FY12). Uninsured adult patients who come to Suburban Hospital's Emergency Department are referred each of these clinics for primary care and follow up. *Clinica Proyecto Salud's* established patient population has benefited from the expansion of services at the Clinic's existing site in Wheaton, MD, given its convenient location and access to public transportation. The partnership also provides *Clinica Proyecto Salud's* patients with access to cardiac specialty care through the MobileMed/NIH Heart Clinic at Suburban Hospital.

## 2. Physician subsidies

Critical to serving and meeting the health care needs of our community, Suburban Hospital provides subsidies to physicians for trauma on-call services that they would otherwise not provide to the Hospital. In FY 2012, Suburban paid a total of \$1,389,049.40 in subsidies to physicians for the following patient services for on-call coverage in the emergency department:

Trauma Call	ENT Call
Behavioral Health Call	OB/GYN Call
Urology Call	Anesthesiology Call
Cardiology Call	

## APPENDIX 1

### FINANCIAL ASSISTANCE POLICY DESCRIPTION

Description of how the hospital informs patients and persons who would otherwise be billed for services about their eligibility for assistance under federal, state, or local government programs or under the hospital's financial assistance policy.

Suburban Hospital maintains accessibility to all services regardless of an individual's ability to pay. The hospital policy on charity care is that the hospital will provide necessary emergency medical care to all persons regardless of their ability to pay and will consider for charity care those patients who cannot pay the total cost of hospitalization due to lack of insurance coverage and/or inability to pay. Free care, sliding fee scales and extended payment plans are offered to eligible patients. Approval for charity care, sliding fee scales or payment plans is based on submission of a financial assistance application available upon request at each of our registration points of entry, via mail, or our website, [suburbanhospital.org](http://suburbanhospital.org).

Suburban Hospital provides each patient registered for emergency care, same day care, or inpatient care a copy of our Financial Assistance Information Sheet. Signs are also posted in English and Spanish explaining the availability of financial assistance and contact information which are located in the Emergency, Pediatrics, Cath Lab, and Financial Counseling Departments, as well as the main registration desk. The financial assistance application is given to every self pay patient with instructions on how to apply and contact information. The same information is provided to all other patients upon request. This information is also available in Spanish.

In addition, our Financial Counselors and Social Workers are trained to answer patients' questions regarding financial assistance and linkage to other community assistance resources prior to discharge. Registration staff is trained to answer questions regarding financial assistance and who to contact with billing questions or other financial questions. Patient Accounting staff is also trained to answer questions and provide information to patients regarding financial assistance and billing. Suburban Hospital uses a contractor from Financial Health Services who assists patients in applying for Maryland Medical Assistance. The Financial Health Services contractor interviews all self pay patients upon admission and provides them with information and referral for financial assistance.


This past March, Suburban Hospital invited uninsured citizens to participate in a two day financial assistance informational event. The two day program was held at Suburban Hospital where financial assistance consultation was provided to community members including dissemination of information on our financial assistance eligibility criteria, Medicaid and other community resources. This event is held annually.

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**APPENDIX 2**

**FINANCIAL ASSISTANCE POLICY**



 <p><b>JOHNS HOPKINS</b> MEDICINE JOHNS HOPKINS HEALTH SYSTEM</p>	<p>The Johns Hopkins Health System Policy &amp; Procedure</p>	<p><i>Policy Number</i></p>	<p>FIN034H</p>
	<p><i>Subject</i></p>	<p><i>Effective Date</i></p>	<p>09-15-10</p>
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**POLICY**

**This policy applies to The Johns Hopkins Health System Corporation (JHHS) following entities: Howard County General Hospital (HCGH) and Suburban Hospital (SH).**

**Purpose**

JHHS is committed to providing financial assistance to persons 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 financial situation.

It is the policy of the Johns Hopkins Medical Institutions to provide Financial Assistance based on indigence or excessive Medical Debt for patients who meet specified financial criteria and request such assistance. The purpose of the following policy statement is to describe how applications for Financial Assistance can be made, the criteria for eligibility, and the steps for processing each application.

JHHS hospitals will publish the availability of Financial Assistance on a yearly basis in their local newspapers, and will post notices of availability at patient registration sites, Admissions/Business Office the Billing Office, and at the emergency department within each facility.. Notice of availability will also be sent to patients on patient bills. A Patient Billing and Financial Assistance Information Sheet will be provided to inpatients before discharge and will be available to all patients upon request.

Financial Assistance may be extended when a review of a patient's individual financial circumstances has been conducted and documented. This should include a review of the patient's existing medical expenses and obligations (including any accounts placed in bad debt except those accounts on which a lawsuit has been filed and a judgment obtained) and any projected medical expenses. Financial Assistance Applications may be offered to patients whose accounts are with a collection agency and will apply only to those accounts on which a judgment has not been granted.


**Definitions**

**Medical Debt** Medical Debt is defined as out of pocket expenses for medical costs resulting from medically necessary care billed by the JHHS hospital to which the application is made. Out of pocket expenses do not include co-payments, co-insurance and deductibles. Medical Debt does not include those hospital bills for which the patient chose to be registered as Voluntary Self Pay(opting out of insurance coverage, or insurance billing )

**Liquid Assets** Cash, securities, promissory notes, stocks, bonds, U.S. Savings Bonds, checking accounts, savings accounts, mutual funds, Certificates of Deposit, life insurance policies with cash surrender values, accounts receivable, pension benefits or other property immediately convertible to cash. A safe harbor of \$150,000 in equity in patient's primary residence shall not be considered an asset convertible to cash. Equity in any other real property shall be subject to liquidation. Liquid Assets do not include retirement assets to which the Internal Revenue Service has granted preferential tax treatment as a retirement account, including but not limited to, deferred compensation plans qualified under the Internal Revenue Code or non qualified deferred compensation plans.

**Immediate Family** If patient is a minor, immediate family member is defined as mother, father, unmarried minor siblings, natural or adopted, residing in the same household. If patient is an adult, immediate family member is defined as spouse or natural or adopted unmarried minor children residing in the same household.




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application to mail patient a written determination of eligibility.

4. To determine final eligibility, the following criteria must be met:
  - a. The patient must apply for Medical Assistance and cooperate fully with the Medical Assistance team or its' designated agent, unless the financial representative can readily determine that the patient would fail to meet the eligibility requirements. The Patient Profile Questionnaire (Exhibit B) is used to determine if the patient must apply for Medical Assistance. In cases where the patient has active Medical Assistance pharmacy coverage or QMB coverage, it would not be necessary to reapply for Medical Assistance unless the financial representative has reason to believe that the patient may be awarded full Medical Assistance benefits.
  - b. All insurance benefits must have been exhausted.
5. To the extent possible, there will be one application process for all of the Maryland hospitals of JHHS. The patient is required to provide the following:
  - a. A completed Financial Assistance Application (Exhibit A) and Patient Profile Questionnaire (Exhibit B).
  - b. A copy of their most recent Federal Income Tax Return (if married and filing separately, then also a copy of 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).
  - c. A copy of the three (3) most recent pay stubs (if employed) or other evidence of income of any other person whose income is considered part of the family income as defined by Medicaid regulations.
  - d. A Medical Assistance Notice of Determination (if applicable).
  - e. Proof of disability income (if applicable).
  - f. Reasonable proof of other declared expenses.
  - g. Non-U.S. citizens must complete the Financial Assistance Application (Exhibit A). In addition, the Financial Counselor shall contact the U.S. Consulate in the patient's country of residence. The U.S. Consulate should be in a position to provide information on the patient's net worth. However, the level of detail supporting the patient's financial strength will vary from country to country. After obtaining information from the U.S. Consulate, the Financial Counselor shall meet with the Director, Revenue Cycle and/or CFO ( HCGH) or Director of PFS and/or CFO (SH) to determine if additional information is necessary.
  - h. If unemployed, reasonable proof of unemployment such as statement from the Office of Unemployment Insurance, a statement from current source of financial support, etc...
6. A patient can qualify for Financial Assistance either through lack of sufficient insurance or excessive Medical Debt. Medical Debt is defined as out of pocket expenses excluding copayments, coinsurance and deductibles for medical costs billed by a JHHS hospital. Once a patient has submitted all the required information, the Financial Counselor will review and analyze the application and forward it to the Patient Financial Services Department for final determination of eligibility based on JHMI guidelines. At HCGH, the Financial Counselor will forward to Director, Revenue Cycle and/or CFO for review and final eligibility based upon JHMI guidelines.
  - a. If the application is denied, the patient has the right to request the application be reconsidered. The



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means of assuring access to health care services and for their overall personal health.

13. If a patient account has been assigned to a collection agency, and patient or guarantor requests financial assistance or appears to qualify for financial assistance, the collection agency shall notify PFS and shall forward the patient/guarantor a financial assistance application with instructions to return the completed application to PFS for review and determination and shall place the account on hold for 45 days pending further instruction from PFS.
14. Beginning October 1, 2010, if within a two (2) year period after the date of service a patient is found to be eligible for free care on the date of service (using the eligibility standards applicable on the date of service), the patient shall be refunded amounts received from the patient/guarantor exceeding \$25. If hospital documentation demonstrates the lack of cooperation of the patient or guarantor in providing information to determine eligibility for free care, the two (2) year period herein may be reduced to 30 days from the date of initial request for information. If the patient is enrolled in a means-tested government health care plan that requires the patient to pay-out-of pocket for hospital services, then patient or guarantor shall not be refunded any funds that would result in patient losing financial eligibility for health coverage.
15. This Financial Assistance policy does not apply to deceased patients for whom a decedent estate has or should be opened due to assets owned by a deceased patient. Johns Hopkins will file a claim in the decedents' estate and such claim will be subject to estate administration and applicable Estates and Trust laws.

### REFERENCE<sup>1</sup>

#### **JHHS Finance Policies and Procedures Manual**

Policy No. FIN017 - Signature Authority: Patient Financial Services  
 Policy No. FIN033 - Installment Payments


Charity Care and Bad Debts, AICPA Health Care Audit Guide

Code of Maryland Regulations COMAR 10.37.10.26, et seq  
 Maryland Code Health General 19-214, et seq  
 Federal Poverty Guidelines (Updated annually) in Federal Register

### RESPONSIBILITIES - HCGH, SH

Financial Counselor (Pre-Admission/Admission/In-House/Outpatient) Customer Service	Understand current criteria for Assistance qualifications.
Collector Admissions Coordinator	Identify prospective candidates; initiate application process when required. As necessary assist patient in completing application or program specific form.
Any Finance representative designated to accept applications for Financial Assistance	On the day preliminary application is received, send to Patient

<sup>1</sup> NOTE: Standardized applications for Financial Assistance, Patient Profile Questionnaire and Medical Financial Hardship have been developed. For information on ordering, please contact the Patient Financial Services Department. Copies are attached to this policy as Exhibits A, B and C.

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**SPONSOR**

CFO (HCGH, SH)  
 Director of Revenue Cycle (HCGH)  
 Director, PFS (SH)

**REVIEW CYCLE**


Two (2) years

**APPROVAL**

  
 \_\_\_\_\_  
 Vice President of Finance/CFO and Treasurer, JHHS

9-15-10  
 Date



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day when the application was satisfactorily completed and submitted. The Financial Counselor will issue the final eligibility determination.

10. Documentation of the final eligibility determination will be made on all (open-balance) patient accounts. A determination notice will be sent to the patient.
11. A determination of eligibility for Financial Assistance based on the submission of a Financial Assistance Application (Exhibit A) will remain valid for a period of six (6) months for all necessary JHM affiliate services provided, based on the date of the determination letter. Patients who are currently receiving Financial Assistance from one JHM affiliate will not be required to reapply for Financial Assistance from another affiliate.
12. All determinations of eligibility for Financial Assistance shall be solely at the discretion of the JHHS affiliate.

#### Exceptions

The Vice President, Finance/CFO may make exceptions according to individual circumstances.


#### FREE OR REDUCED COST CARE FINANCIAL ASSISTANCE GRID

TABLE FOR DETERMINATION OF FINANCIAL ASSISTANCE ALLOWANCES Effective 2/16/11						
# of Persons in Family	Income Level*	Upper Limits of Income for Allowance Range				
1	\$ 21,780	\$ 23,958	\$ 26,136	\$ 28,314	\$ 30,492	\$ 32,670
2	\$ 29,420	\$ 32,362	\$ 35,304	\$ 38,246	\$ 41,188	\$ 44,130
3	\$ 37,060	\$ 40,766	\$ 44,472	\$ 48,178	\$ 51,884	\$ 55,590
4	\$ 44,700	\$ 49,170	\$ 53,640	\$ 58,110	\$ 62,580	\$ 67,050
5	\$ 52,340	\$ 57,574	\$ 62,808	\$ 68,042	\$ 73,276	\$ 78,510
6	\$ 59,980	\$ 65,978	\$ 71,976	\$ 77,974	\$ 83,972	\$ 89,970
7	\$ 67,620	\$ 74,382	\$ 81,144	\$ 87,906	\$ 94,668	\$ 101,430
8*	\$ 75,260	\$ 82,786	\$ 90,312	\$ 97,838	\$ 105,364	\$ 112,890
**amt for each member	\$7,640	\$8,404	\$9,168	\$9,932	\$10,696	\$11,460
Allowance to Give:	100%	80%	60%	40%	30%	20%

\*200% of Poverty Guidelines

\*\*For family units with more than eight (8) members

EXAMPLE: Annual Family Income \$50,000  
 # of Persons in Family 4  
 Applicable Poverty Income Level \$44,700  
 Upper Limits of Income for Allowance Range \$53,640 (60% range)  
 (\$50,000 is less than the upper limit of income; therefore patient is eligible for Financial Assistance.)

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**APPENDIX B  
MEDICAL FINANCIAL HARDSHIP ASSISTANCE GUIDELINES**

Purpose

These guidelines are to provide a separate, supplemental determination of Financial Assistance. This determination will be offered to all patients who apply for Financial Assistance.

Medical Financial Hardship Assistance is available for patients who are not eligible for Financial Assistance under the primary section of this policy, but for whom:

- 1.) Medical Debt incurred over a twelve (12) month period exceeds 25% of the Family Income creating Medical Financial Hardship; and
- 2.) who meet the income standards for this level of Assistance are met.

For those patients who are eligible for reduced cost care under the Financial Assistance criteria and also qualify under the Medical Financial Hardship Assistance Guidelines, JHHS shall apply the reduction in charges that is most favorable to the patient.

Medical Financial Hardship is defined as Medical Debt for Medically Necessary treatment incurred by a family over a twelve (12) month period that exceeds 25% of that family's income.

Medical Debt is defined as out of pocket expenses for medical costs for Medically Necessary treatment billed by the Hopkins hospital to which the application is made, the out of pocket expenses mentioned above do not include co-payments, co-insurance and deductibles.


The patient/guarantor can request that such a determination be made by submitting a Medical Financial Hardship Assistance Application (Exhibit C), when submitting JHM/Financial Assistance Application, also known as the Maryland State Uniform Financial Assistance Application (Exhibit A), and the Patient Profile Questionnaire (Exhibit B). The patient guarantor must also submit financial documentation of family income for the twelve (12) calendar months preceding the application date and documentation evidencing Medical Debt of at least 25% of family income.

Once a patient is approved for Medical Hardship Financial Assistance, Medical Hardship Financial Assistance coverage shall be effective starting the month of the first qualifying service and the following twelve (12) calendar months. It shall cover those members of the patient's Immediate Family residing in the same household. The patient and the Immediate Family members shall remain eligible for reduced cost Medically Necessary Care when seeking subsequent care at the same hospital for twelve (12) calendar months beginning on the date on which the reduced cost Medically Necessary Care was initially received. Coverage shall not apply to elective or cosmetic procedures. However, the patient or the patient's immediate family member residing in the same household must notify the hospital of their eligibility for the reduced cost Medically Necessary Care at registration or admission.

General Conditions for Medical Financial Hardship Assistance Application:

1. Patient's income is under 500% of the Federal Poverty Level.
2. Patient has exhausted all insurance coverage.
3. Patient account balances for patients who chose to register as voluntary self pay shall not counted toward Medical Debt for Medical Financial Hardship Assistance.
4. Patient/guarantor do not own Liquid Assets in excess of \$10,000 which would be available to satisfy their JHHS affiliate bills.
5. Patient is not eligible for any of the following:
  - Medical Assistance




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**MEDICAL HARDSHIP FINANCIAL GRID**

Upper Limits of Family Income for Allowance Range

# of Persons in Family	300% of FPL	400% of FPL	500% of FPL
1	\$ 32,670	\$ 43,560	\$ 54,450
2	\$ 44,130	\$ 58,840	\$ 73,550
3	\$ 55,590	\$ 74,120	\$ 92,650
4	\$ 67,050	\$ 89,400	\$ 111,750
5	\$ 78,510	\$ 104,680	\$ 130,850
6	\$ 89,970	\$ 119,960	\$ 149,950
7	\$ 101,430	\$ 135,240	\$ 169,050
8*	\$ 112,890	\$ 150,520	\$ 188,150
Allowance to Give:	50%	35%	20%

\*For family units with more than 8 members, add \$11,460 for each additional person at 300% of FPL, \$15,280 at 400% at FPL; and \$19,100 at 500% of FPL.

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level of charity care and collecting the patient balance (if any).

5. The Sr. Financial Counselor is responsible for entering a form and through date into Meditech that the patient is eligible to receive this level of charity care.
6. The Sr. Financial Counselor is responsible for identifying registration errors and forwarding them to the Manager of Admissions for corrective action. These accounts will be changed to self pay and or other insurance as appropriate.





Exhibit B

**PATIENT FINANCIAL SERVICES**  
**PATIENT PROFILE QUESTIONNAIRE**

HOSPITAL NAME: \_\_\_\_\_

PATIENT NAME: \_\_\_\_\_

PATIENT ADDRESS: \_\_\_\_\_  
(Include Zip Code)

MEDICAL RECORD #: \_\_\_\_\_

1. What is the patient's age? \_\_\_\_\_
2. Is the patient a U.S. citizen or permanent resident? Yes or No
3. Is patient pregnant? Yes or No
4. Does patient have children under 21 years of age living at home? Yes or No
5. Is patient blind or is patient potentially disabled for 12 months or more from gainful employment? Yes or No
6. Is patient currently receiving SSI or SSDI benefits? Yes or No
7. Does patient (and, if married, spouse) have total bank accounts or assets convertible to cash that do not exceed the following amounts? Yes or No

**Family Size:**

Individual: \$2,500.00

Two people: \$3,000.00

For each additional family member, add \$100.00

(Example: For a family of four, if you have total liquid assets of less than \$3,200.00, you would answer YES.)

8. Is patient a resident of the State of Maryland? Yes or No  
If not a Maryland resident, in what state does patient reside? \_\_\_\_\_
9. Is patient homeless? Yes or No
10. Does patient participate in WIC? Yes or No
11. Does patient receive Food Stamps? Yes or No
12. Does patient currently have:  
    Medical Assistance Pharmacy Only Yes or No  
    QMB coverage/ SLMB coverage Yes or No  
    PAC coverage Yes or No
13. Is patient employed? Yes or No  
    If no, date became unemployed. \_\_\_\_\_  
    Eligible for COBRA health insurance coverage? Yes or No

**APPENDIX 3**

**PATIENT INFORMATION SHEET**



## **PATIENT BILLING and FINANCIAL ASSISTANCE INFORMATION SHEET**

### **Billing Rights and Obligations**

Not all medical costs are covered by insurance. The hospital makes every effort to see that you are billed correctly. It is up to you to provide complete and accurate information about your health insurance coverage when you are brought in to the hospital or visit an outpatient clinic. This will help make sure that your insurance company is billed on time. Some insurance companies require that bills be sent in soon after you receive treatment or they may not pay the bill. Your final bill will reflect the actual cost of care minus any insurance payment received and/or payment made at the time of your visit. All charges not covered by your insurance are your responsibility.

### **Financial Assistance**

If you are unable to pay for medical care, you may qualify for **Free or Reduced-Cost Medically Necessary Care** if you:

- Have no other insurance options
- Have been denied medical assistance or fail to meet all eligibility requirements
- Meet specific financial criteria

If you do not qualify for Medical Assistance or financial assistance, you may be eligible for an extended payment plan for your medical bill.

**Call: 301-896-6088**

With questions concerning:

- Your hospital bill
- Your rights and obligations with regard to your hospital bill
- Your rights and obligations with regard to reduced-cost medically necessary care due to financial hardship
- How to apply for free and reduced-cost care
- How to apply for Maryland Medical Assistance or other programs that may help pay your medical bills

### **For information about Maryland Medical Assistance**

Contact your local department of Social Services

1-800-332-6347      TTY 1-800-925-4434

Or visit: [www.dhr.state.md.us](http://www.dhr.state.md.us)

**Physician charges are not included in hospital bills and are billed separately.**





## **HOJA INFORMATIVA SOBRE LA FACTURA DE PACIENTES Y LA ASISTENCIA FINANCIERA**

### **Los derechos y obligaciones de la factura**

No todos los costos médicos son cubiertos por el seguro. El hospital hace todo lo posible para estar seguro de que usted reciba la factura correcta. Depende de usted proveer la información completa y precisa sobre su cobertura de seguro médico cuando le traen al hospital o cuando visita la clínica ambulatoria. Esto ayudará a asegurar que se manden las facturas a su compañía de seguros a tiempo. Algunas compañías de seguro requieren que se manden las facturas tan pronto como usted recibe el tratamiento, de lo contrario pueden no pagarlas. Su factura final reflejará el verdadero costo de su cuidado, menos cualquier pago que se haya recibido o hecho al momento de su visita. Todo cobro no cubierto por su seguro es responsabilidad suya.

### **Asistencia financiera**

Si usted no puede pagar por su cuidado médico, es posible que califique para cuidado médicamente necesario gratuito o de bajo costo si usted:

- No tiene otras opciones de seguro
- Le ha sido negada la asistencia médica, o no cumple con todos los requisitos de elegibilidad
- Cumple con criterios financieros específicos.

Si usted no califica para la Asistencia Médica o la asistencia financiera, es posible que sea elegible para un sistema de pagos extendidos para sus facturas médicas.

**Llame a: 301-896-6088**

Con sus preguntas referentes a:

- Su factura del hospital
- Sus derechos y obligaciones en cuanto a su factura del hospital
- Sus derechos y obligaciones de lo que se refiere a la reducción de costo, al cuidado médico necesario debido a dificultades financieras
- Cómo inscribirse para cuidado gratuito o de bajo costo
- Cómo inscribirse para la Asistencia Médica de Maryland u otros programas que le puedan ayudar a pagar sus facturas médicas.

### **Para más información sobre la Asistencia Médica de Maryland**

Por favor llame a su departamento local de Servicios Sociales

1-800-332-6347 TTY 1-800-925-4434

O visite al: [www.dhr.state.md.us](http://www.dhr.state.md.us)

**Los cobros de los médicos no se incluyen en las facturas del hospital, son facturas aparte.**

## APPENDIX 4

### MISSION

Improving health with skill and compassion.

### VISION

Suburban Hospital will set the standard for excellence in healthcare in the Washington Metropolitan region. Through our affiliations, we aspire to provide world-class patient care, technology, and clinical research.

### VALUE STATEMENT

Suburban Hospital is a community-based hospital serving Montgomery County and the surrounding area since 1943. We are a not-for-profit healthcare provider guided by the needs of our patients and community. On June 30, 2009, Suburban Hospital became a member of Johns Hopkins Medicine. The designated trauma center for Montgomery County, Suburban Hospital is affiliated with many local healthcare organizations, including the National Institutes of Health. It is committed to continuous improvement and appropriate use of resources, and creates an environment that encourages the success and fulfillment of our physicians, staff, and volunteers.

Suburban Hospital will set the standard for excellence in healthcare in the Washington metropolitan region. Through our affiliations, we aspire to provide world-class patient care, technology, and clinical research.

### VALUES

- ❖ Compassion
- ❖ Excellence
- ❖ Integrity
- ❖ Teamwork
- ❖ Accountability

**APPENDIX 5**

**PRIMARY SERVICE AREA DEMOGRAPHICS**







**Suburban Hospital**  
**Community Benefit 60% Primary Service Area**  
**FY 2011**  
*Source: HSCRC*

RANK	ZIP	Zip City	TOTAL	PCTZIP	PCTHOSP	CUMALATIVE PCT
1	20852	Rockville	1,593	40.23%	11.22%	11.22%
2	20814	Bethesda	1,435	51.56%	10.11%	21.33%
3	20854	Potomac	1,287	37.12%	9.06%	30.39%
4	20817	Bethesda	1,196	41.13%	8.42%	38.82%
5	20815	Chevy Chase	847	33.03%	5.97%	44.78%
6	20850	Rockville	662	14.66%	4.66%	49.44%
7	20906	Silver Spring	578	6.62%	4.07%	53.51%
8	20895	Kensington	466	25.98%	3.28%	56.80%
9	20902	Silver Spring	396	7.77%	2.79%	59.59%
10	20878	Gaithersburg	338	6.94%	2.38%	61.97%

Demographics Expert 2.7  
 2012 Demographic Snapshot  
 Area: Suburban 60% CBPSA  
 Level of Geography: ZIP Code

DEMOGRAPHIC CHARACTERISTICS		2012	2017	% Change
2000 Total Population	Selected Area	382,861	281,421,306	
2012 Total Population	USA	430,910	313,095,504	
2017 Total Population		448,785	325,256,835	
% Change 2012 - 2017		4.1%	3.9%	
Average Household Income		\$132,203	\$67,315	
Total Male Population				
Total Female Population				
Females, Child Bearing Age (15-44)				
2012	2017	207,321	216,216	4.3%
		223,589	232,569	4.0%
		80,887	78,904	-2.5%

POPULATION DISTRIBUTION		Age Distribution		USA 2012	
	2012	% of Total	2017	% of Total	% of Total
0-14	83,766	19.4%	88,747	19.8%	20.2%
15-17	19,625	4.3%	19,185	4.1%	4.3%
18-24	33,414	7.8%	35,087	7.8%	9.7%
25-34	51,433	11.9%	52,324	11.7%	13.5%
35-54	125,875	29.2%	119,245	26.6%	28.1%
55-64	54,104	12.6%	62,652	14.0%	11.4%
65+	63,653	14.8%	72,535	16.2%	12.9%
<b>Total</b>	<b>430,910</b>	<b>100.0%</b>	<b>448,785</b>	<b>100.0%</b>	<b>100.0%</b>

HOUSEHOLD INCOME DISTRIBUTION		Income Distribution		USA	
	2012	% of Total	2017	% of Total	% of Total
<\$15K	8,357	5.0%	8,357	5.0%	13.0%
\$15-25K	6,809	4.1%	6,809	4.1%	10.8%
\$25-50K	22,815	13.8%	22,815	13.8%	26.7%
\$50-75K	25,258	15.3%	25,258	15.3%	19.5%
\$75-100K	22,275	13.5%	22,275	13.5%	11.9%
Over \$100K	80,053	48.4%	80,053	48.4%	18.2%
<b>Total</b>	<b>165,567</b>	<b>100.0%</b>	<b>165,567</b>	<b>100.0%</b>	<b>100.0%</b>

EDUCATION LEVEL		Education Level Distribution		USA	
	2012	% of Total	2017	% of Total	% of Total
2012 Adult Education Level	14,051	4.8%	14,051	4.8%	6.3%
Less than High School	11,673	4.0%	11,673	4.0%	8.6%
Some High School	34,504	11.7%	34,504	11.7%	28.7%
High School Degree	49,195	15.7%	49,195	15.7%	28.5%
Some College/Assoc. Degree	185,682	52.9%	185,682	52.9%	27.8%
Bachelor's Degree or Greater	295,105	100.0%	295,105	100.0%	100.0%
<b>Total</b>	<b>430,910</b>	<b>100.0%</b>	<b>430,910</b>	<b>100.0%</b>	<b>100.0%</b>

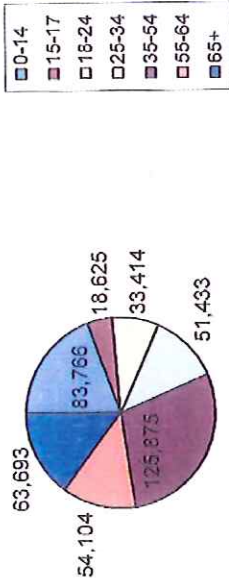
  

RACE/ETHNICITY		Race/Ethnicity Distribution		USA	
	2012	% of Total	2017	% of Total	% of Total
White Non-Hispanic	236,958	55.0%	236,958	55.0%	62.8%
Black Non-Hispanic	46,347	10.8%	46,347	10.8%	12.3%
Hispanic	66,980	15.5%	66,980	15.5%	17.0%
Asian & Pacific Is. Non-Hispanic	67,554	15.7%	67,554	15.7%	5.0%
All Others	13,171	3.1%	13,171	3.1%	2.9%
<b>Total</b>	<b>430,910</b>	<b>100.0%</b>	<b>430,910</b>	<b>100.0%</b>	<b>100.0%</b>

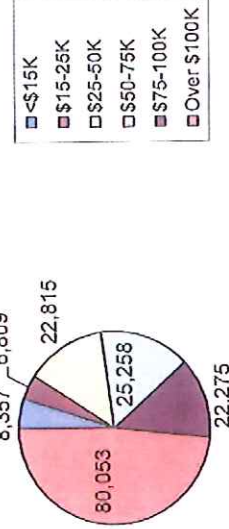
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2012 Demographic Snapshot Charts

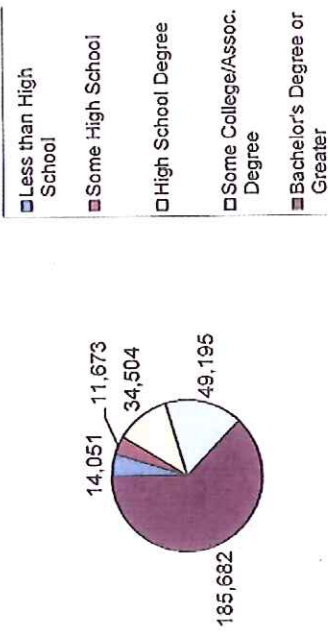
Population Distribution by Age Group



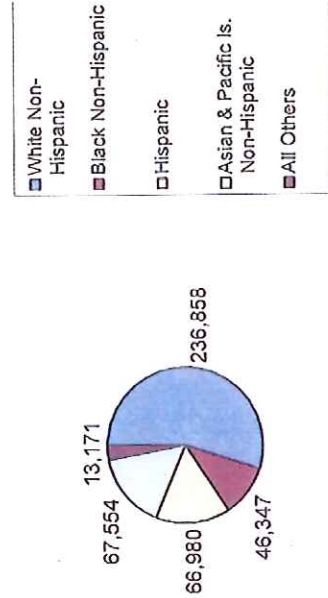
Current Households by Income Group



Population Age 25+ by Education Level



Population Distribution by Race/Ethnicity



2012 Insurance Coverage Estimates  
 Area: Suburban 60% CBPSA  
 Ranked by ZIP Code(Asc)

ZIP Code	ZIP City	2012 Adjusted Population							
		Total	Medicaid	Medicare	Medicare Dual Eligible	Private - Direct	Private - ESI	Private - Exchange	Uninsured
20814	Bethesda	27,943	2,900	3,245	434	1,551	17,572	0	2,242
20815	Chevy Chase	29,116	2,100	4,367	571	1,683	18,774	0	1,621
20817	Bethesda	35,595	1,992	4,941	603	2,200	24,630	0	1,529
20850	Rockville	47,506	5,280	4,427	601	2,651	30,465	0	4,082
20852	Rockville	43,058	6,307	5,242	701	2,089	23,821	0	4,898
20854	Potomac	50,014	1,844	5,203	688	3,364	37,508	0	1,406
20878	Gaithersburg	63,069	3,225	3,743	539	4,210	48,871	0	2,481
20895	Kensington	21,302	1,926	2,591	344	1,197	13,752	0	1,491
20902	Silver Spring	48,563	6,882	4,714	633	2,482	28,523	0	5,328
20906	Silver Spring	64,744	9,360	9,810	1,298	3,045	33,981	0	7,251
<b>Total</b>		<b>430,910</b>	<b>41,816</b>	<b>47,982</b>	<b>6,414</b>	<b>24,471</b>	<b>277,898</b>	<b>0</b>	<b>32,329</b>

Insurance Coverage Estimates 1.1  
 ICE0001.SQP  
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**APPENDIX 6**

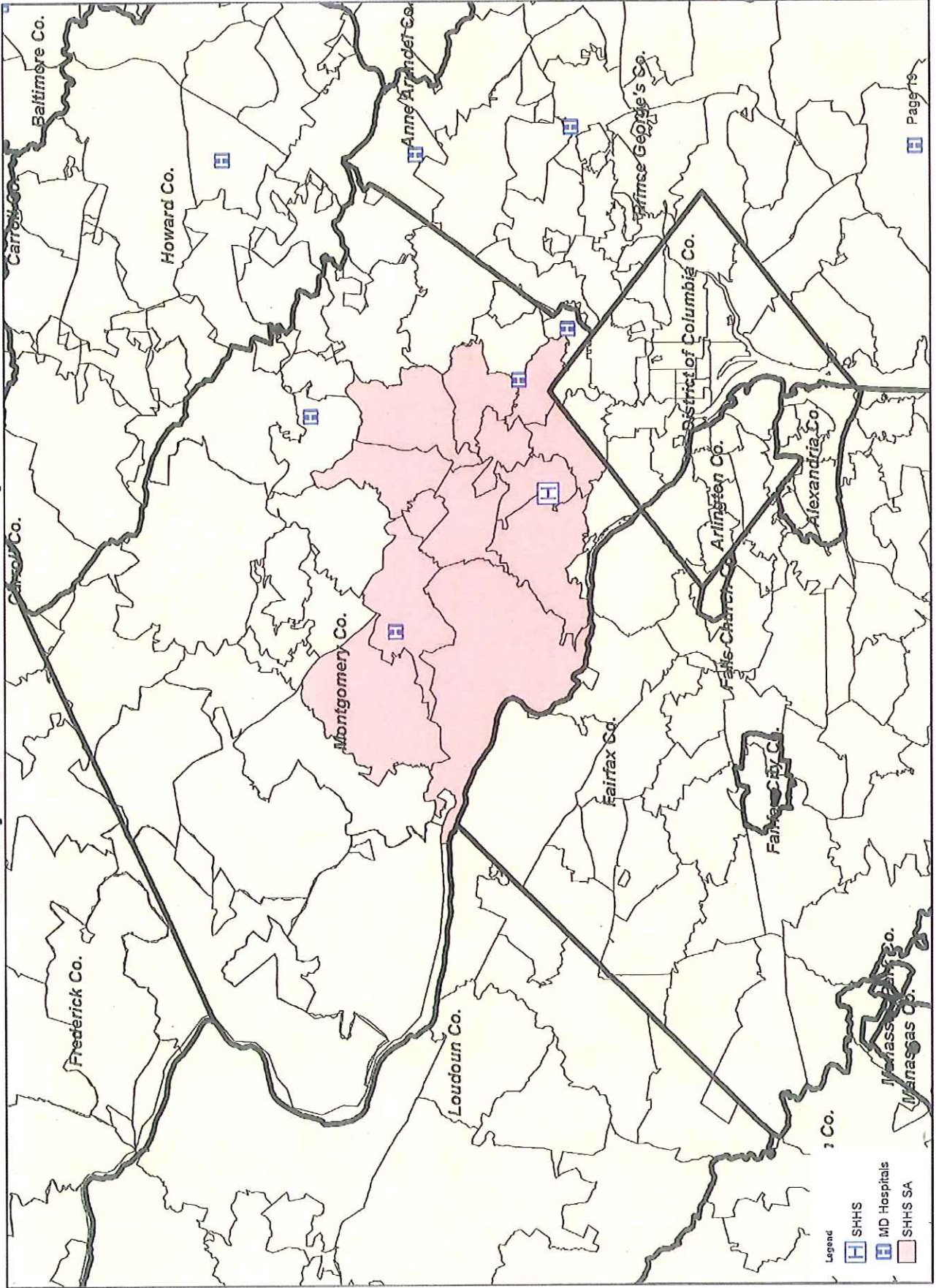
**COMMUNITY BENEFIT SERVICE AREA DEMOGRAPHICS**



Suburban Hospital  
 Community Benefit Primary Service Area  
 FY 2011 Discharges  
 Source: HSCRC Inpatient File and DC Inpatient File  
 Includes Newborns

Zip	City	SHHS Discharges	SHHS Market Share	All Hospitals Discharges FY2011	SHHS Percent Zip
20852	Rockville	1,593	40.2%	3,960	11.2%
20814	Bethesda	1,435	51.6%	2,783	10.1%
20854	Potomac	1,287	37.1%	3,467	9.1%
20817	Bethesda	1,196	41.1%	2,908	8.4%
20815	Chevy Chase	847	33.0%	2,564	6.0%
20850	Rockville	662	14.7%	4,517	4.7%
20906	Silver Spring	578	6.6%	8,732	4.1%
20895	Kensington	466	26.0%	1,794	3.3%
20902	Silver Spring	396	7.8%	5,094	2.8%
20878	Gaithersburg	338	6.9%	4,868	2.4%
20853	Rockville	319	11.0%	2,891	2.2%
20910	Silver Spring	267	6.8%	3,953	1.9%
20851	Rockville	189	13.4%	1,406	1.3%
<b>TOTAL</b>		<b>9,573</b>	<b>19.6%</b>	<b>48,937</b>	<b>67.4%</b>

# Suburban Hospital Primary Service Area for Community Benefit





Demographics Expert 2.7  
 2012 Demographic Snapshot  
 Area: Suburban CBPSA  
 Level of Geography: ZIP Code

	2012	2017	% Change
2000 Total Population	247,792	288,341	4.3%
2012 Total Population	288,341	277,002	4.0%
2017 Total Population	277,002	95,321	-2.7%
% Change 2012 - 2017			
Average Household Income	\$125,017	\$67,315	3.9%

POPULATION DISTRIBUTION				HOUSEHOLD INCOME DISTRIBUTION			
Age Group	2012	% of Total	USA 2012 % of Total	2012 Household Income	HH Count	% of Total	USA % of Total
0-14	98,649	19.2%	19.5%	<\$15K	10,473	5.3%	13.0%
15-17	21,636	4.2%	4.0%	\$15-25K	8,510	4.3%	10.8%
18-24	39,583	7.7%	7.7%	\$25-50K	29,168	14.7%	26.7%
25-34	63,225	12.3%	11.9%	\$50-75K	32,123	16.2%	19.5%
35-64	152,241	29.6%	27.1%	\$75-100K	27,139	13.7%	11.9%
55-64	64,431	12.5%	14.0%	Over \$100K	91,259	45.9%	18.2%
65+	74,372	14.5%	15.9%	Total	198,672	100.0%	100.0%
Total	514,137	100.0%	100.0%				

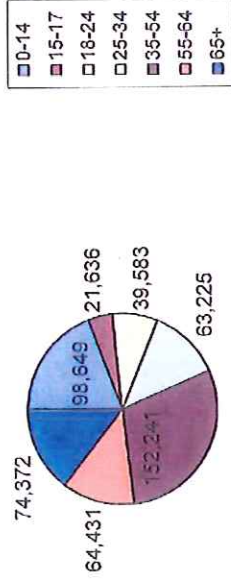
EDUCATION LEVEL				RACE/ETHNICITY			
2012 Adult Education Level	Pop Age 25+	% of Total	USA % of Total	Race/Ethnicity	2012 Pop	% of Total	USA % of Total
Less than High School	17,541	5.0%	6.3%	White Non-Hispanic	275,851	53.7%	52.8%
Some High School	15,013	4.2%	8.6%	Black Non-Hispanic	61,543	12.0%	12.3%
High School Degree	44,345	12.5%	28.7%	Hispanic	84,960	16.5%	17.0%
Some College/Assoc. Degree	60,665	17.1%	28.5%	Asian & Pacific Is. Non-Hispanic	76,102	14.8%	5.0%
Bachelor's Degree or Greater	216,704	61.2%	27.9%	All Others	15,781	3.1%	2.9%
Total	354,269	100.0%	100.0%	Total	514,137	100.0%	100.0%

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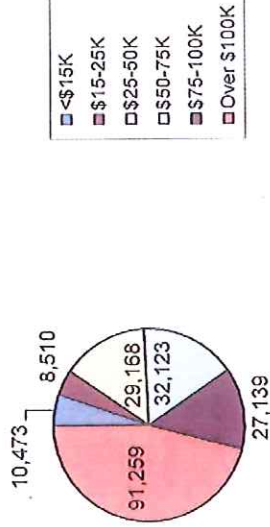


2012 Demographic Snapshot Charts

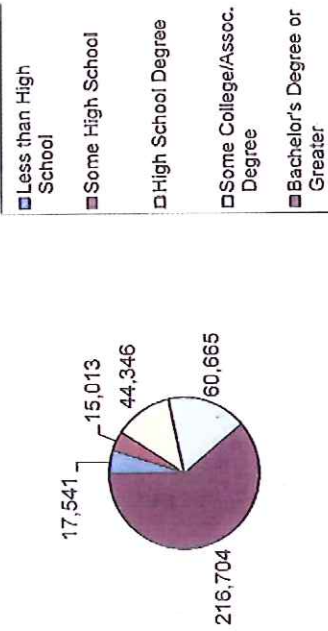
Population Distribution by Age Group



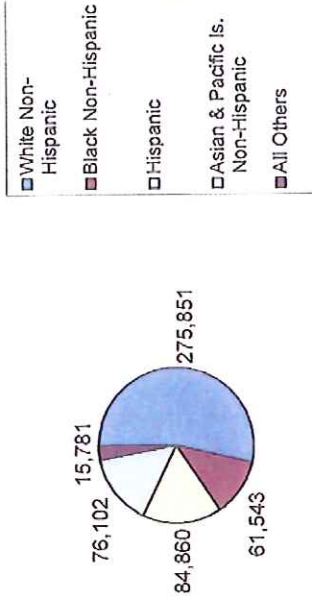
Current Households by Income Group



Population Age 25+ by Education Level



Population Distribution by Race/Ethnicity



2012 Insurance Coverage Estimates  
 Area: Suburban CBPSA  
 Ranked by ZIP Code(Asc)

ZIP Code	ZIP City	2012 Adjusted Population									
		Total	Medicaid	Medicare	Medicare Dual Eligible	Private - Direct	Private - ESI	Private - Exchange	Uninsured		
20814	Bethesda	27,943	2,900	3,245	434	1,551	17,572	0	2,242		
20815	Chevy Chase	29,116	2,100	4,367	571	1,583	18,774	0	1,621		
20817	Bethesda	35,595	1,992	4,641	603	2,200	24,630	0	1,529		
20850	Rockville	47,506	5,280	4,427	601	2,551	30,465	0	4,082		
20851	Rockville	14,381	1,565	1,176	160	824	9,450	0	1,207		
20852	Rockville	43,058	6,307	5,242	701	2,089	23,821	0	4,898		
20853	Rockville	29,458	1,930	3,541	468	1,814	20,221	0	1,484		
20854	Potomac	50,014	1,844	5,203	588	3,364	37,508	0	1,406		
20878	Gaithersburg	63,069	3,225	3,743	539	4,210	48,871	0	2,481		
20895	Kensington	21,302	1,926	2,591	344	1,197	13,752	0	1,491		
20902	Silver Spring	48,563	6,882	4,714	633	2,482	28,523	0	5,328		
20906	Silver Spring	64,744	9,360	9,810	1,298	3,045	33,981	0	7,251		
20910	Silver Spring	39,388	5,977	3,313	462	2,013	22,988	0	4,635		
<b>Total</b>		<b>514,137</b>	<b>51,288</b>	<b>56,011</b>	<b>7,504</b>	<b>29,122</b>	<b>330,556</b>	<b>0</b>	<b>39,656</b>		

Insurance Coverage Estimates 1.1  
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**APPENDIX 7**

**SUBURBAN HOSPITAL FY 2012 CBSA DEFINITION**

**FY 2012 Suburban Hospital Community Benefit Service Area Definition**

Zip Code	City
20906	SILVER SPRING
20902	SILVER SPRING
20878	GAITHERSBURG
20852	ROCKVILLE
20910	SILVER SPRING
20854	POTOMAC
20850	ROCKVILLE
20853	ROCKVILLE
20895	KENSINGTON
20851	ROCKVILLE
20814	BETHESDA
20815	CHEVY CHASE
20817	BETHESDA

**Criteria used to define the Suburban Hospital Community Benefit Service Area (SH CBSA):**

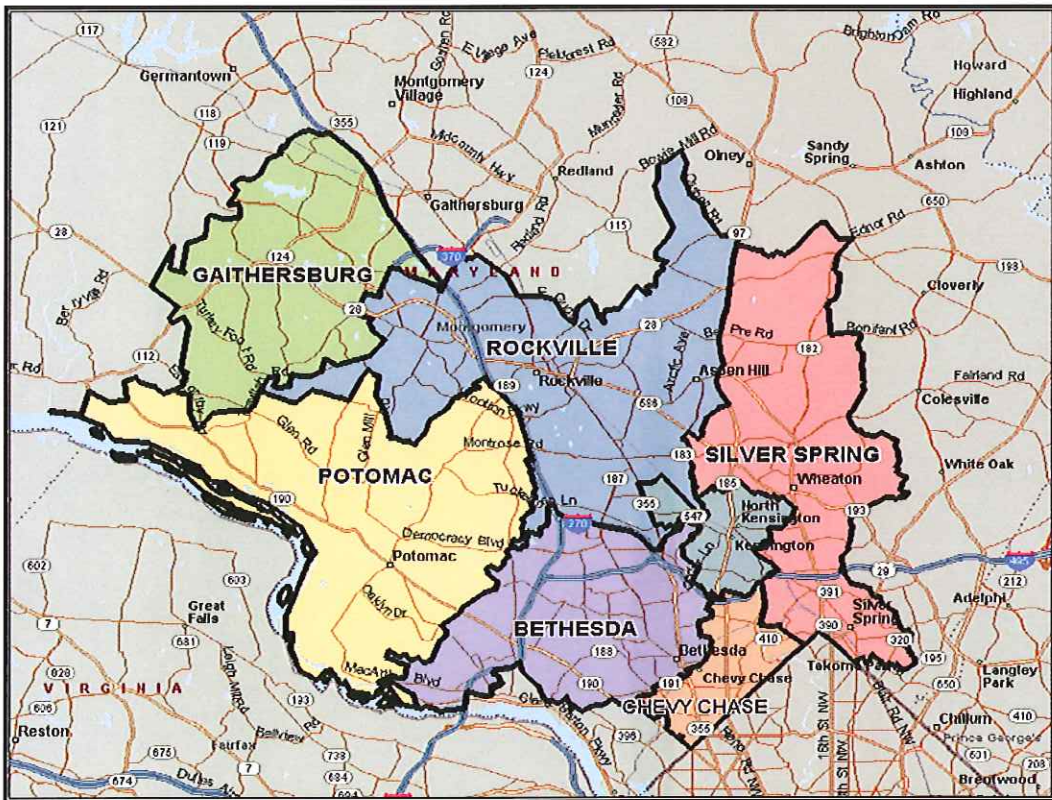
The SH CBSA is defined as the geographic region that includes zip codes that are common to the following:

- a) The top 20 zip codes from which Suburban Hospital ED visits originate\*
- b) The Top 20 zip codes from which Suburban Hospital FY12 inpatients originate\*
- c) The top 25 zip codes for Suburban Hospital Charity Care cases\*
- d) The Top 10 zip codes for Suburban Hospital Community Benefit Activities\*\*

\*As defined by indicated residence of the recipient

\*\* As defined by the total number of Suburban Hospital programs in the indicated zip code

Note: In FY 12 Suburban Hospital added zip code 20817 to the previous year's service area definition



**EXHIBIT 1**

**SUBURBAN HOSPITAL COMMUNITY BENEFIT PROGRAMS AND INITIATIVES**



## FISCAL YEAR 2012 - July 1, 2011 - June 30, 2012

#	Date	Event	Number of Events	# of Encounters	Total Number of Encounters	Number of Minority Encounters	Volunteer Clinical	Volunteer Non-Clinical	Contributions
<b>COMMUNITY OUTREACH HEALTH PARTNERSHIPS</b>									
<b>Medical Exploring Crew 1984</b>									
	7/20/2011	Organization Meeting	1	3	3	-	-		
	9/27/2011	Medical Exploring Open House	1	75	75	35	-	4	
	10/10/2011	Medical Exploring Program Kick-Off	1	46	46	16			
	10/24/2011	Dr. Westerband Tour of ER/Trauma Bay & Helipad	1	53	53	13	2	0	
	10/1/2011	Back to Bethesda	1	8	8	4		4	
	10/31/2011	Visit to Johns Hopkins	1	24	24	12	-	0	
	11/14/2011	Psychiatry	1	43	43	15	1		
	11/28/2011	Pathology	1	18	18	7	2	2	
	12/12/2011	Epidemiology	1	43	43	15	1		
	12/19/2011	Adopt-A-Family	1	34	34	6		0	
	1/16/2012	Open Heart Surgery Observation	1	29	29	10	-	0	
	1/23/2012	Open Heart Surgery Observation	1	26	26	12			
	2/6/2012	Intro to Nursing	1	31	31	12			
	2/20/2012	Heartsaver AED & Adult CPR Class	2	13	26	10			
	3/5/2012	Suturing	1	29	29	11	6	0	
	3/30/2012	Visit to Science Museum	1	23	23	11	-		
	4/2/2012	Heartsaver AED & Adult CPR Class	1	7	7	6			
	4/16/2012	Pathology	1	16	16	7	2		
	4/23/2012	Tour of BCC Rescue Squad	1	26	26	9	-	0	
	5/7/2012	Suturing	1	10	10	3	6		
	5/24/2012	End of the Year Program Wrap Up	1	44	44	17	-	0	
		<b>Subtotal</b>	<b>22</b>	<b>601</b>	<b>614</b>	<b>231</b>	<b>20</b>	<b>10</b>	<b>-</b>
<b>Scotland Health Partnership</b>									
	9/21/2011	Knots for Shots at Scotland: Flu Vaccination Initiative	1	35	35	35	3	1	
	6/9/2012	Heart Healthy Street Fair	1	55	55	55	3	1	
		<b>Subtotal</b>	<b>2</b>	<b>90</b>	<b>90</b>	<b>90</b>	<b>6</b>	<b>2</b>	<b>-</b>
<b>Monthly BP Screenings</b>									
		Potomac Community Center	12	10	120	60	-	1	
		Waverly House	12	10	120	425	-	1	
		Clara Barton Community Center	12	30	360	10	-	1	
		Lakeview House Senior Living	12	10	120	120	-	1	
		Coffield Community Center	12	20	240	50	-	1	
		The Oaks at Olde Towne	12	6	72	12			
		Fox Hill Condominiums	6	8	60	12			
		Bethesda Regional Service Center	12	30	360	75			
		Senior Movie at Westfield Montgomery	12	15	180	50	-		
		<b>Subtotal</b>	<b>102</b>	<b>139</b>	<b>1,632</b>	<b>814</b>	<b>-</b>	<b>5</b>	<b>-</b>

#	Date	Event	Number of Events	# of Encounters	Total Number of Encounters	Number of Minority Encounters	Volunteer Clinical	Volunteer Non-Clinical	Contributions
<b>Weekly Mall Walking</b>									
		"Stepping Out" at Mont. Mall (Every Tues. & Thurs)	46	115	5,290	1,500	-	1	
		"Stepping Out" at Mont. Mall Breakfast	2	100	200	200	-	12	
		"Rise n Shine" Lakeforest Mall (Wednesdays)	52	55	2,860	1,000	-	1	
		"I Love to Walk" White Flint Mall (2nd Monday)	12	5	60	-	-	1	
		<b>Subtotal</b>	<b>112</b>	<b>275</b>	<b>8,410</b>	<b>2,700</b>	<b>-</b>	<b>15</b>	<b>-</b>
<b>Senior Shape</b>									
		Clara Barton Community Center	104	60	6,240	2,000	-	0	
		Potomac Community Center	104	60	6,240	2,500	-	0	
		Bethesda Regional Service Center	104	35	6,240	200			
		Gaithersburg Upcounty Senior Center	104	15	1,560	1,000			
		Margaret Schweinhaut Senior Center	104	25	2,600	500			
		Holiday Park Senior Center	104	30	3,120	300			
		Jane E. Lawton Community Center	22	20	440	20			
		Health Fitness Assessments	6	24	146	20			
		<b>Subtotal</b>	<b>652</b>	<b>269</b>	<b>26,586</b>	<b>6,540</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Proyecto Salud Clinic</b>									
	7/9/2011	Diabetes School	1	25	25	25	0	0	
	9/10/2011	Diabetes School	1	30	30	30	0	0	
	10/1/2011	Diabetes School	1	30	30	15	0	0	
	12/3/2011	Diabetes School at Suburban	1	45	45	45	0	0	
	12/16/2011	Diabetes School	1	70	70	70	0	0	
	1/21/2012	Diabetes School	1	45	45	45	0	0	
	2/4/2012	Diabetes School	1	45	45	45	0	0	
	3/2/2012	Diabetes School	1	6	6	6	0	0	
	3/3/2012	Diabetes School	1	45	45	45	0	0	
	4/6/2012	Diabetes School	1	2	2	0	0	0	
	4/7/2012	Diabetes School	1	40	40	40	0	0	
		<b>Subtotal</b>	<b>11</b>	<b>383</b>	<b>383</b>	<b>366</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>ED-PC Project</b>									
	Various	Meetings	8	35	35	17	5	2	
	As needed	In-service for ED Nurses	2	13	13	0	13	0	
		<b>Subtotal</b>	<b>10</b>	<b>48</b>	<b>48</b>	<b>17</b>	<b>18</b>	<b>2</b>	
<b>Stroke Ambassador Program</b>									
	7/5/2011	Stroke Ambassador Training	1	40	40	0	1	0	
	7/8/2011	Stroke Ambassador Training at Proyecto Salud	1	2	2	2	0	0	
	9/13/2011	Stroke Ambassador Training	1	7	7	2	0	0	
	9/14/2011	Stroke Ambassador Training	1	12	12	11	0	1	
	10/5/2011	Stroke Ambassador Training for Hospital Volunteers	1	5	5	1	1	0	
	10/26/2011	Stroke Ambassador Training	1	30	30	30	0	0	
	11/8/2011	Stroke Ambassador Training	1	3	3	0	0	1	
	11/17/2011	Stroke Ambassador Training	1	35	35	10	0	0	
	2/21/2012	Stroke Ambassador Training	1	8	8	4	1	0	

#	Date	Event	Number of Events	# of Encounters	Total Number of Encounters	Number of Minority Encounters	Volunteer Clinical	Volunteer Non-Clinical	Contributions
	4/16/2012	Stroke TV Education w/ Mr. Oyos	1	2	2	1	0	0	
	5/10/2012	Strike Out Stroke	1	75	75	30	1		
	6/12/2012	Stroke Ambassador Training	1	8	8	3	0	1	
	Various	Stroke Ambassador Meetings	2	10	20	2	4	3	
		<b>Subtotal</b>	<b>14</b>	<b>237</b>	<b>247</b>	<b>96</b>	<b>8</b>	<b>6</b>	
<b>Suburban Hospital Auxiliary</b>									
	Various	Regular Meetings	3	30	10	8	0	0	
	4/4/2012	Tea @ Normandine Farms	1	30	30	3	0	0	
	5/22/2012	Auxiliary Luncheon with Dr. Ava Kaufman	1	60	60	0	1		
		<b>Subtotal</b>	<b>5</b>	<b>120</b>	<b>100</b>	<b>11</b>	<b>1</b>	<b>-</b>	
<b>American Red Cross Blood Drive</b>									
	Various	Donor Table Recruitment	12	56	675	180	81	0	
	Various	Meetings	3	30	8	22	8	5	Food for meeting
	10/19/2011	Fall Blood Drive	1	56	56	15		Suburban cap	
	1/11/2012	Winter Blood Drive	1	62	62	16			
	3/28/2012	Spring Blood Drive	1	68	68	20			
	6/6/2012	Summer Blood Drive	1	77	77	18			
		<b>Subtotal</b>	<b>19</b>	<b>349</b>	<b>946</b>	<b>271</b>	<b>89</b>	<b>5</b>	
<b>Colorectal Cancer Education &amp; Outreach Partnership with MCCC</b>									
<b>July</b>									
	7/14/2011	Health Awareness Day	1	40	41	30	-	0	
<b>February</b>									
	2/4/2012	Health Educator Training	1	10	10	10	0		
	2/7/2012	GW SPHHS	1	80	80	20	0		
<b>March</b>									
	3/3/2012	Health Educator Training II	1	10	10	10	0		
	3/12/2012	Colorectal Cancer Education @ PS	1	13	13	1	0		
	3/10/2012	Colorectal Cancer Symposium: A Multidisciplinary Approach	1	70	70	20	4	2	
	3/16/2012	Colorectal Cancer Education @ PS	1	3	3	3	0		
	3/19/2012	Colorectal Cancer Education @ PS	1	52	26	26	0		
	3/28/2012	Colorectal Cancer Education @ PS	1	10	10	10	0		
<b>April</b>									
	4/21/2012	Colorectal Cancer Presentation for Alpha Phi Alpha Fraternity	1	45	45	45	0		
<b>May</b>									
	5/16/2012	Cancer Coalition Meeting	1	30	30	15	0		
	5/22/2012	Cancer Care Committee Mtg	1	25	25	4	0		
		<b>Subtotal</b>	<b>12</b>	<b>388</b>	<b>363</b>	<b>194</b>	<b>4</b>	<b>2</b>	<b>-</b>
		<b>Section Sub-total</b>	<b>961</b>	<b>2,899</b>	<b>39,419</b>	<b>11,330</b>	<b>146</b>	<b>47</b>	



#	Date	Event	Number of Events	# of Encounters	Total Number of Encounters	Number of Minority Encounters	Volunteer Clinical	Volunteer Non-Clinical	Contributions
<b>COMMUNITY HEALTH &amp; WELLNESS EVENTS</b>									
<b>Health Fairs/Screenings/Education Seminars</b>									
<b>July</b>									
	7/11/2011	Happy Soles for Summer Seminar at Holiday Park Senior Center	1	45	45	10	1		
	7/13/2011	Your Bones' Best Defense Seminar at Friendship Heights Village Center	1	28	28	2	1		
	7/28/2011	Catch Your Z's with Ease Seminar at Rockville Senior Center	1	10	10	2	1		
<b>August</b>									
	8/4/2011	Take a Deep Breath to Health Seminar at Holiday Park Senior Center	1	46	46	3	1		
	8/10/2011	Under Pressure: Relieving Sinusitis Seminar at Friendship Heights Village Center	1	11	11	0	1		
	8/25/2011	Deep Brain Stimulation Seminar at Rockville Senior Center	1	15	15	3	1		
<b>September</b>									
	9/14/2011	Understand the Secrets for Better Treatments for Women Seminar at Friendship Heights Village Center	1	7	7	-	1		
	9/13/2011	Don't Be Blue, Protect Against the Flu Seminar at Holiday Park Senior Center	1	11	11	2	1		
	9/15/2011	Health fair at Maplewood for residents	1	75	75	10			
	9/15/2011	American University Wellness Fair	1	40	40	10			
	9/29/2011	Eating Well as You Age Gracefully Seminar at Rockville Senior Center	1	9	9	0	1		
<b>October</b>									
	10/5/2011	Free Valve Screening at Suburban	1	15	15	1	5		
	10/16/2011	Ama Tu Vida	1	200	200	190	0		
	10/19/2011	Homeless Resource Day/ Knots for Shots Flu Vaccination Initiative	1	300	300	210	7		
	10/20/2011	YMCA Parenting Seminar: Honey I Wreaked the Kids: Why Won't They Listen?	1	82	82	10			
	10/20/2011	Key to the Cure at Saks Fifth Avenue	1	700	700	100			
	10/22/2011	AKA Health Fair	1	45	45	25	0		
	10/25/2011	Getting Hip to Joint Surgery Seminar at Holiday Park Senior Center	1	54	54	10	1		
	10/24/2011	Annual Mobile Med Meeting at Suburban Hospital	1	125	125	110			0
	10/25/2011	FRESH movie screening at Suburban Hospital	1	44	44	3	1		
	10/27/2011	Under Pressure: Relieving Sinusitis Seminar at Rockville Senior Center	1	12	12	2	1		
<b>November</b>									
	11/1/2011 & 11/2/2011	Skin Cancer Screenings at SOMC	2	50	100	10	4		
	11/4/2011	Key Partners Day	1	20	20	5	0		
	11/8/2011	Finding Relief from Spinal Stenosis Seminar at Holiday Park Senior Center	1	100	100	20	1		1
	11/8/2011	Compass of Pleasure Seminar with Dr. David Linden	1	102	102	5			
	11/9/2011	Tummy Troubles Seminar at Friendship Heights Village Center	1	20	20	2	1		2
	11/9/2011	Free Vein Screening to Community at Suburban	1	15	15	1	4		1
	11/16/2011	Free Vein Screening to Community at Suburban	1	19	19	0	3		1
<b>December</b>									
	12/6/2011	Tis the Season to be Stress Free Seminar at Holiday Park Senior Center	1	30	30	10	1		
	12/7/2011	End of Life Care: Advance Directives seminar at Friendship Heights Village Center with Montgomery Hospice	1	10	10	10	0		
<b>January</b>									
	1/11/2012	Finding Relief from Spinal Stenosis Seminar at Friendship Heights Village Center	1	28	28	2	1		
	1/14/2012 & 1/15/2012	NBC Health & Fitness Expo	2	250	500	200	15		
	1/26/2012	Paving the Way to a New Knee Seminar at Rockville Senior Center	1	35	35	10	1		
	1/26/2012	Deep Brain Stimulation Seminar at Holiday Park Senior Center	1	32	32	5	1		
	1/23/12 – 2/10/12	Souper Bowl- Manna Food Donation	10	54	538	-			
<b>February</b>									
	2/8/2012	Stay in Circulation Seminar at Friendship Heights Village Center	1	14	14	2	1		
	2/13/2012	Eating for a Healthy Heart Seminar at Holiday Park Senior Center	1	47	47	10	0		
	2/14/2012	BCC Rotary Heart Luncheon with Dr. Keith Horvath	1	80	80	2	2		
	2/23/2012	Fit and Fabulous over 50 seminar at Suburban Hospital	1	173	173	10	1		3
	2/28/2012	Heart Healthy Carnival at Gaithersburg Upcounty Senior Center	1	40	40	20			
	2/23/2012	Finding Relief from Spinal Stenosis Seminar at Rockville Senior Center	1	54	54	15	1		

#	Date	Event	Number of Events	# of Encounters	Total Number of Encounters	Number of Minority Encounters	Volunteer Clinical	Volunteer Non-Clinical	Contributions
<b>March</b>									
	3/7/2012	Managing Knee Pain: What are my Options Seminar at Jane E. Lawton Community Center	1	3	3	0	1		
	3/8/2012	Shrink Rap: Three Psychiatrists Explain Their Work Seminar at Suburban Hospital	1	82	82	5	0		
	3/13/2012	Benefits of Exercise as You Age Seminar at Holiday Park Senior Center	1	49	49	10	0	1	
	3/14/2012	Marching into Good Nutrition as You Age Seminar at Friendship Heights Village Center	1	7	7	0	0		
	3/15/2012	Depression Seminar at Bethesda Health and Rehab Center	1	20	20	0	1		
	3/15/2012	Stress Management Seminar at Five Star Residence	1	20	20	0	1		
	3/20/2012	Covering the Uninsured 2012 at Suburban	1	5	5	2	0	2	
	3/22/2012	Covering the Uninsured 2012 at Suburban	1	4	4	2	0	2	
<b>April</b>									
	4/11/2012	Road to Recovery Seminar at Friendship Heights Village Center	1	8	8	-	0	1	
	4/17/2012	Bladder, Bladder, What's the Matter Seminar at Holiday Park Senior Center	1	62	62	10	1		
	4/18/2012	Nutrition Lecture at Five Star Premier Residences of Chevy Chase	1	15	15	0	0		
	4/19/2012	YMCA Parenting Seminar: The Healthy Use of Technology	1	59	59	2	0		
	4/26/2012	End of Life Care: Advance Directives seminar at Rockville Senior Center with Montgomery Hospice	1	5	5	0	0		
	4/26/2012	Bring your Child To Work day at Suburban Hospital	1	80	80	45	12	20	
	4/26/2012	Medical Staff Meeting	1	50	50	10	0		0
	4/30/2012	1st Annual Montgomery County Volunteer Awards	1	300	300	210	0		
<b>May</b>									
	5/7/2012	Skin Cancer Screenings at SOMC	1	50	50	2	3		
	5/9/2012	Hitting SNOOZE on Your Sleep Cycle Seminar at Friendship Heights Village Center	1	25	25	5	1	1	
	5/10/2012	Tipping the Scale to a Healthy Heart Seminar at Holiday Park Senior Center	1	31	31	2	1	0	
	5/10/2012	Foundation Showcase	1	300	300	100		0	
	5/15/2012	Medicine for the Public: Diabetes	1	84	84	30	1		
	5/22/2012	Medicine for the Public: Alzheimer's	1	178	178	50	1		
	5/24/2012	Geriatric Surgery: Past and Present Seminar at Rockville Senior Center	1	6	6	0	1		
	5/22/2012	JHU-Montgomery County Bread Baking Event	2	400	800	650	15		
	5/30/2012	Rockville Senior Center Bone Density Screening for seniors	1	25	25	5			
<b>June</b>									
	6/7/2012	How Advances in Surgery Prolong Life seminar at Suburban Hospital	1	31	31	0	1		
	6/11/2012	Suburban Hospital Community Benefit Advisory Council Meeting	1	8	8	2			
	6/11/2012	Diving Out of Depression Seminar at Holiday Park Senior Center	1	33	33	4	1		
	6/12/2012	The Better End: Surviving (and Dying) on Your Own Terms	1	83	83	10			
	6/13/2012	Coping with Hip and Knee Arthritis Seminar at Friendship Heights	1	20	20	0	1	0	
	6/21/2012	Anxiety Seminar at Bethesda Health and Rehab Center	1	20	20	0	1		
	6/28/2012	Neuropathic Pain: A Different Kind of Pain Seminar at Rockville Senior Center	1	40	40	5	1		
		<b>Subtotal</b>	<b>85</b>	<b>5,150</b>	<b>6,334</b>	<b>2,203</b>	<b>105</b>	<b>35</b>	
<b>Community Outreach Walks/Fun-Runs</b>									
	11/5/2011	2011 Greater Washington American Heart Association Heart Walk	1	8,000	8,000	4,000	20	16	
		Heart Walk Planning-June.-Nov.	1	5	5	0			
		A. Recruitment	5	182	910	210			
		B. AHA-Communication	14	5	70	10			
		C. Hosp.Team Leader Interaction	15	25	500	160			
		D. T-Shirt Design Contest/Distribution	10	20	200	90			
	11/24/2011	29th Annual Turkey Chase	1	9,036	9,036	1807			

#	Date	Event	Number of Events	# of Encounters	Total Number of Encounters	Number of Minority Encounters	Volunteer Clinical	Volunteer Non-Clinical	Contributions
	5/19/2012	Strut Your Mutt 2012	1	5,000	5,000	900			
	6/2/2012	23rd Annual Susan G. Koman Global Race for the Cure	1	5,000	5,000	2500			
		<b>Subtotal</b>	<b>49</b>	<b>27,273</b>	<b>28,721</b>	<b>9,677</b>	<b>20</b>	<b>16</b>	
<b>Support Groups</b>									
	Monthly	Montgomery County Stroke Association Support Group	12	10	120	45	2		
	Monthly	Aphasia Support Group (started in June 2012)	1	6	6	0	0		
		<b>Subtotal</b>	<b>13</b>	<b>16</b>	<b>126</b>	<b>45</b>	<b>2</b>		
<b>WellWorks Worksite Programs</b>									
	7/26/2011	Blood Pressure screening for ASPH employees	1	22	22	6			
	9/8/2011	Cholesterol screening for NIH employees	1	40	40	20			
	9/8/2011	Bone Density for NIH employees	1	38	38	15			
	9/15/2011	Health fair at Maplewood for residents	1	75	75	10			
	9/15/2011	American University Wellness Fair	1	40	40	10			
	9/21/2011 & 9/22/2011	IDB Health and Wellness Fair	2	75	150	150			
	10/5/2011	Cholesterol screening for Ross Management Employees	1	20	20	15			
	10/25/2011	Health and Wellness Fair at NASDAQ	1	25	25	10			
	11/16/2011	One on One Nutrition Counseling at NASDAQ	1	5	5	0			
	1/12/2012	Kenwood Country Club Bone Density Screenings	1	5	5	0			
	1/12/2012	Kenwood County Club Blood Pressure Screenings	1	7	7	0			
	1/26/2012	Cholesterol, Body Composition and Blood Pressure Screening at the American Society of Landscape Architects	1	20	20	5			
	4/5/2012	US Secret Service Health and Wellness Fair	1	35	35	20			
	5/1/2012	ICE health fair	1	110	110	65			
	5/2/2012	OAS Health and Wellness fair	1	75	75	20			
	5/17/2012 & 5/18/2012	Health and Wellness fair at IQ solutions	2	125	250	100	2		
	5/17/2012	Diabetes Lecture at IQ Solutions	1	3	3	0	1		
	5/23/2012	BLS CPR training for Dr. Henrick's office	1	8	8	0			
	5/24/2012 & 5/25/2012	IDB Health and Wellness Fair	2	58	115	115			
	6/13/2012	Bone Density at NASDAQ	1	11	11	9			
	6/13/2012	Blood Pressure Screenings at NASDAQ	1	16	16	10			
	6/26/2012	Suburban Hospital Employee Health and Wellness Fair	1	300	300	100	0		
		<b>Subtotal</b>	<b>25</b>	<b>1,113</b>	<b>1,370</b>	<b>680</b>	<b>3</b>	<b>-</b>	
<b>WellWorks Classes</b>									
		CPR for Friends & Family	4	4	12	-	-		
		First Aid Basic and Adult CPR	4	6	24	-	-		
		Heartsaver AED Adult CPR	3	5	15	-	-		
		Community CPR	3	4	12	-	-		
		Nutrition counseling	118	1	118	-	-		
		Healthy Choices	30	4	120	-	-		
		Healthy Weigh	32	6	192	-	-		
		Learning to quit! You can do it! Smoking Cessation Program	21	3	63	-	-		
		Cholesterol Screening	4	5	20	-	-		
		Osteoporosis Screening	4	4	16	-	-		

#	Date	Event	Number of Events	# of Encounters	Total Number of Encounters	Number of Minority Encounters	Volunteer Clinical	Volunteer Non-Clinical	Contributions
		Touch of Massage Relaxation class	2	8	16	-	-		
		Learn to Understand your anger	4	6	24	-			
		Learn to Manage Your Anger	4	6	24	-			
		Tai Chi for seniors	36	10	360	-			
		Qigong	36	5	180				
		Zumba Gold	6	8	48				
		Balancing Act	20	10	200				
		Gentle Yoga for Seniors	42	11	462				
		Be Fit While You Sit	6	5	30				
		Pilates for Seniors	30	11	330				
		Let's Beat Procrastination	2	4	8	-			
		Simplify Your Life	2	6	12	-			
		Healthy Cooking Classes at Suburban Hospital	7	7	42	-			
		Mindfulness Meditation	5	7	105	-			
		RAD Self Defense class for Women	3	6	18				
		<b>Subtotal</b>	<b>428</b>	<b>152</b>	<b>2,451</b>	<b>-</b>			
<b>Community Safe Sitter Classes</b>									
		North Bethesda	2	12	24	3			0
		Pyle Middle School	3	16	48	10	-		
		Little Flower Middle School	1	8	8	6			0
		St. Jane De Chantel	3	11	33	2			
		Suburban Hospital	15	13	195	15			
		<b>Subtotal</b>	<b>24</b>	<b>60</b>	<b>308</b>	<b>36</b>			
<b>Girls on the Run-Montgomery County</b>									
		First Aid Classes	10	8	80				
		Heartsaver AED/CPR	6	7	42				
		<b>Subtotal</b>	<b>16</b>	<b>15</b>	<b>122</b>				
<b>Landon School</b>									
		Community CPR	1	4	4	-			
		<b>Subtotal</b>	<b>1</b>	<b>4</b>	<b>4</b>				
<b>Section Sub-total</b>			<b>641</b>	<b>33,783</b>	<b>39,436</b>	<b>12,641</b>	<b>130</b>	<b>51</b>	

## SCHOOL PARTNERSHIPS

### Ashburton Elementary School Partnership

Nutrition Seminar for Ashburton PTA	1	20	20	-	-	0
Ashburton Elementary Chorus - Stepping Out Breakfast	1	30	30	15	0	0
Ashburton Adopt A Family	1	23	23	23	25	5

**Subtotal**

**3      73      73      38      25      5**

### Bells Mills Elementary School Partnership

Scotland Adopt A Family Holiday Program	1	20	20	20	15	20
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#	Date	Event	Number of Events	# of Encounters	Total Number of Encounters	Number of Minority Encounters	Volunteer Clinical	Volunteer Non-Clinical	Contributions
		<b>Subtotal</b>	<b>1</b>	<b>20</b>	<b>20</b>	<b>20</b>	<b>15</b>	<b>20</b>	
		<b>Brookhaven Elementary School Partnership</b>							
		Adopt families for the holidays	1	18	18	18	25	20	
		<b>Subtotal</b>	<b>1</b>	<b>18</b>	<b>18</b>	<b>18</b>	<b>25</b>	<b>20</b>	
		<b>Bethesda Elementary School</b>							
		Adopt A Family for the holidays	1	12	12	12	10	5	
		<b>Subtotal</b>	<b>1</b>	<b>12</b>	<b>12</b>	<b>12</b>	<b>10</b>	<b>5</b>	
		<b>Rosemary Hills Elementary School</b>							
		Adopt A Family for the holidays	1	4	4	4	5	20	
		<b>Subtotal</b>	<b>1</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>20</b>	
		<b>Section Subtotal</b>	<b>7</b>	<b>127</b>	<b>127</b>	<b>92</b>	<b>80</b>	<b>70</b>	

## COMMUNITY PARTNERS

<b>Community Health and Wellness Coalition Affiliation</b>									
		MobileMed/NIH Endocrine Clinic at Suburban Hospital	52	12	624	624	4	5	
		Mobile Med/NIH Heart Clinic at Suburban Hospital	52	15	780	780	30	5	
		Safe Kids Coalition	6	11	66	2	-	-	
		Bethesda-Chevy Chase Chamber of Commerce	12	20	120	10	2	5	
		Montgomery County Cancer Coalition	2	28	56	19	0	0	
		Bethesda Chevy Chase Rotary Club Meetings and community development events	52	75	3,900	390			
		Primary Care Coalition	3	17	51	20	-	-	
		Proyecto Salud Clinic -General	3	7	21	21	-	-	
		Alpha Phi Alpha Fraternity	1	40	40	40			
		Project Access	2	12	24	15	-	-	
		Montgomery Cares	3	15	45	15	-	3	
		Montgomery Cares Specialty Group Advisory Council	4	10	40	20			
		St. Marks Pres. Church	1	1	1	-			
		AARP Driver Safety Course	7	16	112	10			
		AHCN Advisory Council Meetings	4	15	60	0			
		Montgomery County Senior Sub-cabinet group-Health and Wellness Advisory Committee	4	12	48	10			
		Girls on the Run-Montgomery County Partnership Initiative	4	5	20	0			
		Suburban Hospital Health and Wellness Committee	2	15	24	0	6	9	
		Bethesda Cares	1	160	160	160			
		Catholic Charities of Washington, DC	4	15	60	8			
		<b>Subtotal</b>	<b>219</b>	<b>501</b>	<b>6,252</b>	<b>2,144</b>	<b>42</b>	<b>27</b>	
<b>Community Health and Wellness State &amp; County Health Initiatives</b>									
		Latino Health Initiative	10	12	120	120	0	-	
		CHIP Community Health Improvement Process	6	45	150	75			

#	Date	Event	Number of Events	# of Encounters	Total Number of Encounters	Number of Minority Encounters	Volunteer Clinical	Volunteer Non-Clinical	Contributions
		<b>Subtotal</b>	<b>16</b>	<b>57</b>	<b>270</b>	<b>195</b>	<b>-</b>	<b>-</b>	
		<b>Section Subtotal</b>	<b>235</b>	<b>558</b>	<b>6,522</b>	<b>2,339</b>	<b>42</b>	<b>27</b>	

### SOUTHERN MARYLAND INITIATIVES

#### Prince George's County

#### Ongoing Cardiac Initiatives & Programs

Twice Weekly	Senior Shape Exercise Class at Gwendolyn Britt Senior Activity Center	104	30	3,120	2,496		
Once a Week	Senior Shape Floor Exercise Class at PG Plaza Community Center (Began March 2012)	30	12	360	180		
Once a Week	Tai Chi Class at Gwendolyn Britt Senior Activity Center (Began April 2012)	24	14	336	268		
9/29/2012	Women's Wellness Day: Steps to Living a Healthier Life Symposium	1	150	150	150		

#### Screenings

Every Monday	Blood Pressure Screenings at Prince George's County Glenarden Nutrition Program	52	20	1040	1040		0
Every Tuesday	Blood Pressure Screenings at Gwendolyn Britt Senior Activity Center	52	17	884	707		0
Every Tuesday	Blood Pressure Screenings at PG Plaza Community Center	52	17	884	442		0
Once a month (Thurs.)	Blood Pressure Screenings at Spellman House Apts in partnership with Capital Area Food Bank	12	20	240	192		0
Once a month (Wed.)	Blood Pressure Screening at Langley Park Senior Activity Center	12	18	213	171		0
7/23/2011	Blood Pressure Screening at Agape Life Ministries Health Fair	1	15	15	15		
9/22/2011	Blood Pressure Screening at Lewisdale Elementary School Health Fair	1	50	50	50		
9/28/2011	Blood Pressure Screening at Langley Park Active Aging Week Celebration	1	20	20	20		
10/31/2011	Blood Pressure at Hallelujah Night/Harvest Community Day at Hunter Memorial AME Church, Suitland, MD	1	25	25	25		0
11/1/2011	Gwendolyn Britt Senior Shape Health Assessment	1	26	26	23		0
11/6/2011	Blood Pressure Screening at Health Check 2011 at Langley Park Community Center	1	50	50	50		0
1/25/2012	Total Cholesterol, Blood Pressure, Waist Circumference and Weigh-In Screening for Suitland Dine and Learn Program (Pre-test)	1	21	21	21		0
4/21/2012	Total Cholesterol Screening at 5th Annual Delta Sigma Theta/PG Parks and Recreation Health Fair	1	52	52	48		0
5/1/2012	Gwendolyn Britt Senior Shape Health Assessment	1	30	30	25		0
5/6/2012	Waist Circumference and BMI/Body Fat Screening at Langley Park Health Day 2012	1	30	30	30		0
5/10/2012	Waist Circumference and BMI/Body Fat Screening at CDC/FEMA-MDNPSC/FMS Annual Health & Wellness Expo	1	20	20	18		0
5/23/2012	Total Cholesterol Screening at PG County Senior Health and Fitness Day	1	66	66	60		
6/27/2012	Total Cholesterol, Blood Pressure, Waist Circumference and Weigh-In Screening for Suitland Dine and Learn Program (Post-test)	1	23	23	23		

#### Worksite Wellness

5/10/2012	CDC, Federal Emergency Management Agency- Maryland National Processing Service Center (FEMA-MDNPSC), and Federal Management Service Annual Health & Wellness Expo	1	150	150	120		0
8/23/2011	TC-HDL Cholesterol Screening at Capitol Cadillac car dealership	1	29	29	19		
8/25/2011	Dept. of Treasury-FMS Blood Pressure, weight, waist circumference, BMI/Body Fat Screenings	1	22	22	19		

#### Presentations/Seminars

Monthly	Gwendolyn Britt Senior Activity Center Health Seminar Series	12	16	190	152		0
Monthly	Suitland Dine & Learn Program: (see below topics)						0
7/27/2011	Spice Up Your Dish	1	17	17	17		
8/24/2011	Calcium and Vitamin D Important for the Knee	1	28	28	28		
9/28/2011	Read It Before You Eat It: Reading Labels	1	25	25	23		
10/26/2011	Sugar Myth Busters	1	14	14	14		0
11/16/2011	Savvy Eating for the Holidays	1	30	30	29		0
1/25/2012	New Year, New You	1	40	40	37		0
2/22/2012	Get Off Your SoFAS	1	23	23	23		0
3/28/2012	Get Your Plate in Shape	1	21	21	21		0



#	Date	Event	Number of Events	# of Encounters	Total Number of Encounters	Number of Minority Encounters	Volunteer Clinical	Volunteer Non-Clinical	Contributions
	4/25/2012	The Vit-A-Min Look	1	20	20	19		0	
	5/23/2012	A Rainbow of Promise	1	23	23	22		0	
	6/27/2012	Refresh and Replenish: Hydrating Summer Drinks	1	31	31	31		0	
	Monthly	Langley Park Senior Activity Senior Health Seminar Series (see below topics)							
	7/13/2011	Bone Density Screening	1	14	14	12			
	9/14/2011	Become a Stroke Awareness Ambassador!	1	13	13	12		1	
	9/28/2011	Langley Park Active Aging Week Zumba Gold and cooking demo sessions	1	50	50	42			
	10/7/2011	Heart Healthy Chair Yoga	1	10	10	10			
	11/30/2011	The Heart of the Matter: Diabetes Education Seminar	1	14	14	12	1		
	1/4/2012	Body Fat Composition and BMI Screening	1	18	18	16			
	2/1/2012	Heart Month Heart Healthy Cooking Demo	1	25	25	23			
	3/14/2012	Master the Art of Growing Herbs!	1	19	19	19			
	4/18/2012	Balancing Act	1	30	30	27	1		
	5/16/2012	Stroke Awareness Month Cooking Demo	1	20	20	19			
	6/20/2012	De-Stress with Chair Yoga	1	12	12	12			
<b>Meetings/Conference Calls</b>									
	Monthly	Reminder calls to Suitland Dine and Learn participants	11	30	330	319			0
	8/16/2011	Conference Call with Linda Bock, Dimensions Health Care	1	1	1	0			
	9/20/2011	Conference Call with PG Co. Health Dept., Parks and Rec re: Suitland Dine & Learn 2012	1	4	4	3			
	10/7/2011	Meeting with Gertie Hurley, community partner	1	1	1	1			
	12/1/2011	Meeting with Pam Creekmur, Health Officer at PG Health Dept. and Dine & Learn Team	1	4	4	3			0
	12/7/2011	Conference Planning Call with Suitland Dine and Learn Partners to plan for 2012	1	6	6	4			0
	1/18/2012	Conference Planning Call with Park Rangers re: Youth Garden Program	1	6	6	3			0
	2/1/2012	Conference Call with PG Community College volunteer for Dine & Learn Program	1	1	1	1			0
	2/29/2012	Public Health Nursing: Eyes to the Future Conference/Training in PG County	1	50	50	25			0
	3/15/2012	Conference Call with Park Rangers re: Youth Garden Program	1	5	5	2			0
	4/6/2012	Conference Call with Senior Shape Participant re: Summer CBR Interview	1	1	1	1			0
	4/12/2012	Meeting with new Zumba Instructor for PG County	1	2	2	1			0
	5/14/2012	Meeting with Zerida Young from First Baptist Church of Glenarden	1	1	1	1			0
<b>Walks/Fun Runs</b>									
	11/5/2011	2011 Start! American Heart Association Heart Walk	1	1,200	1,200	850			0
<b>Health Fairs</b>									
	7/23/2011	Agape Life Ministries Health Fair	1	85	85	85			
	9/22/2011	Lewisdale Elementary School Health Fair	1	100	100	100			
	10/15/2011	First Baptist Church of Glenarden with Greater Baden Medical Center Health Fair	1	40	40	40			0
	10/31/2011	Hallelujah Night/Harvest Community Day at Hunter Memorial AME Church, Suitland, MD	1	125	125	125			0
	11/6/2011	Health Check 2011 at Langley Park Community Center	1	250	250	250			0
	4/21/2012	5th Annual Delta Sigma Theta/PG Parks and Recreation Health Fair	1	250	250	200			0
	5/6/2012	Langley Park Health Day 2012 Health Fair	1	250	250	230			0
	5/23/2012	PG County Senior Health and Fitness Day	1	1000	1000	800			0
<b>Calvert County</b>									
<b>Ongoing Cardiac Initiatives &amp; Programs</b>									
	1/28/2012	Funding of AED for Crossroad Christian Church, St. Leonard, MD (11 first responders)	1	11	11	5			0
	Twice a Week	Mt. Olive United Methodist Church Exercise Program "Walking the Pounds"	46	10	454	454			
<b>Screenings</b>									
	Monthly	Blood Pressure at Our Lady Star of the Sea Catholic Church, Solomons, MD	12	24	291	30		-	

#	Date	Event	Number of Events	# of Encounters	Total Number of Encounters	Number of Minority Encounters	Volunteer Clinical	Volunteer Non-Clinical	Contributions
	Monthly	Blood Pressure at Middleham/St. Peter's Parish, Lusby, MD and SMILE	12	15	183	37		-	
	Monthly	Blood Pressure at Huntingtown United Methodist Church, Huntingtown, MD	12	4	51	7		-	
	Monthly	Blood Pressure at Crossroad Christian Church, St. Leonard, MD	12	19	231	140		-	
	Monthly	Blood Pressure at Waters Memorial United Methodist Church, St. Leonard, MD	12	11	133	65		0	
	Weekly	12-Week W.O.W Calvert Weight Loss Challenge: Our Lady Star of the Sea Catholic Church, Solomons, MD	12	69	345	35			
	Weekly	8-Week W.O.W Calvert Weight Loss Challenge: Bethel Way of the Cross Church, Huntingtown, MD	9	31	170	170			
	Weekly	8-Week W.O.W Calvert Weight Loss Challenge: Middleham/St. Peter's Parish, Lusby, MD	8	20	84	10			
	Monthly	Weigh-Ins at Crossroad Christian Church, St. Leonard, MD	1	4	4	2			
	4/15/2012	Total Cholesterol Screening at Crossroad Christian Church	1	11	11	8			
	5/19/2012	Total Cholesterol Screening at Calvert Memorial Hospital Community Carnival	1	42	42	23		0	
<b>Health Fairs</b>	5/19/2012	Calvert Memorial Hospital Community Carnival	1	200	200	90			
<b>Meetings/Conference Calls</b>	Monthly	Health Ministry Meetings at Calvert Memorial Hospital	11	14	154	31		0	
	Monthly	Conference Calls with Ginger Sauer from Crossroad Christian Church	12	12	12	0		0	
	4/6/2012	Conference Call with Ginger Sauer/Crossroad Christian Church re: Summer CBR Interview	1	1	1	0			
<b>St. Mary's County</b>									
<b>Ongoing Cardiac Initiatives &amp; Programs</b>									
	12/16/2011	Funding the Heart Failure Program with purchase of home scales for St. Mary's Hospital	1	33	33	33		0	
<b>Meetings/Conference Calls</b>	6/15/2012	Conference calls re: continued funding of Heart Failure Program Patient Scales at St. Mary's Hospital	2	2	2	0		0	
<b>Section Subtotal:</b>			<b>588</b>	<b>5,385</b>	<b>14,667</b>	<b>11,016</b>	<b>2</b>	<b>1</b>	

## Community Donations/ Community Contributions

Validation Parking Stickers for Mobile Med/NIH Endocrine Clinic	\$2,064.00
Scholarship for Basic First Aid and CPR for Scotland Community member	\$85.00
Cost for Health Screenings at Ama Tu Vida	\$2,356.00
Community Contribution to Girls on the Run in Montgomery County	\$815.90
Support for 2012-2013 Rotary Foundation Community Grants-Strut Your Mutt	\$500.00
Sponsorship of YMCA parenting seminar "The Healthy Use of Technology"	\$400.00
Sponsorship of Girls on the Run Montgomery County	\$2,000.00
Photography for the 2011 Heart Walk	\$437.50
Banner for Ashburton Elementary	\$105.00
Food for "Fit and Fabulous" Women's Health Seminar	\$1,300.00
Sponsorship of YMCA parenting seminar "Honey I Wreaked the Kids: Why Won't They Listen?"	\$1,000.00
Sponsorship for YMCA Turkey Chase 2011	\$2,500.00
Conference Registration for "Health Disparities in Genomic Medicine"	\$2,483.18
Contribution to Montgomery County Latino Civic Leadership Conference	\$825.00
Instructors for Senior Shape Classes in Montgomery County	\$35,390.00
Instructors for Girls on the Run CPR and 1st aid classes	\$2,060.00
Nutrition Speaker at Five Star Residences	\$105.00
Nutrition Speaker for Ashburton Elementary School PTA and at Holiday Park Senior Center	\$255.00
Supplies for Scotland Community Heart Healthy Street Fair	\$553.50
Blood Pressure Cards	\$500.00
Facility Rental for Senior Shape Classes at Potomac Community Center	\$500.00
Supplies for Girls on The Run Presentation	\$353.13



#	Date	Event	Number of Events	# of Encounters	Total Number of Encounters	Number of Minority Encounters	Volunteer Clinical	Volunteer Non-Clinical	Contributions
	7/13/2011	Bone Density Screening at Langley Park Senior Activity Center (14)							\$490.00
	4/15/2012	Total Cholesterol Screening at Crossroad Christian Church (11)							\$46.09
	5/19/2012	Total Cholesterol Screening at Calvert Memorial Hospital Community Carnival (42)							\$175.98
	1/25/2012	Total Cholesterol at Suitland Dine & Learn Program (21)							\$87.99
	4/21/2012	5th Annual Delta Sigma Theta Health Fair Total Chol (52)							\$217.88
	5/23/2012	Total Cholesterol at PG County Senior Health and Fitness Day (66)							\$276.54
	6/27/2012	Total Cholesterol at Suitland Dine & Learn Program (23)							\$96.37
<b>TOTAL</b>									
<b>GRAND TOTAL</b>			<b>2,432</b>	<b>42,752</b>	<b>100,171</b>	<b>37,418</b>	<b>400</b>	<b>196</b>	<b>\$138,989.51</b>