

Frederick Regional Health System

Community Benefits Report: 2011

From Hospital
To
Regional Health System
1902 - 2012

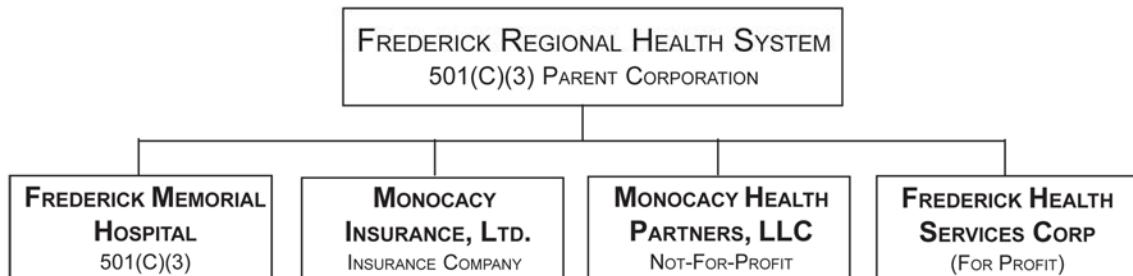


The Year in Review

Fiscal year 2011 was another year of unprecedeted growth for the Frederick Regional Health System. The name change of our parent organization from Frederick Memorial Healthcare System to Frederick Regional Health System was adopted in response to the regional demand for care in FMH facilities. As our reputation for providing safe, compassionate, quality inpatient care and superb customer service in our outpatient settings has grown throughout the region, our patient volumes have grown to reflect market reach well beyond our primary service area. Patients from as far away as the eastern shore have traveled to Frederick County to take advantage of the state-of-the-art cancer care available in the FMH CyberKnife Center. Others have traveled from West Virginia and southern Pennsylvania to avail themselves of the surgical skills of a fellowship trained breast surgeon at the FMH Women's Center. Frederick Memorial Hospital and its affiliated off campus sites have become regional destinations for advanced health care services.

While the parent corporation's name did not officially transition to Frederick Regional Health System until July 1, 2011, all of the hard work necessary for that change to occur took place in FY 2011 (ending June 30, 2011). Hours of meetings at the most senior levels of the organization, including the participation of the Board of Directors with input from nationally recognized leaders in the field who provided the data support necessary for the Board and members of the senior leadership team to make informed decisions, resulted in the adoption of the new corporate name. The name of the hospital has not been affected by the parent corporation's name change.

Frederick Regional Health System Corporate Structure



In addition to the work that took place to adopt a corporate name that better reflects the Health System's regional reach, a great deal of preparation went into the planning of the facility expansion project that is currently underway. Our intuitive sense that demand for FMH inpatient care was rising as the result of our community's growth, the increased acuity of admitted patients, and our admissions stats indicating reach beyond our county's borders was validated by the data collected by a variety of consultants and agencies. Verification of increased demand when overlaid by demographic and growth trends clearly indicated the need for more inpatient beds at FMH. A Master Facility Plan (MFP) initiative was launched in FY 2011, and construction is currently underway to expand

inpatient and parking capacity on the main campus. It is anticipated that MFP construction will be completed in 2015.



While a great deal of time and effort has been spent on addressing macro issues and challenges for the Health System in FY 11, attention to the operational details that make FMH an exceptional place to work was never diverted. Quality care, patient and employee safety, superb customer service, and creating a work environment that is inclusive and welcoming have remained top shelf priorities.

FMH continues to improve patient, employee and physician satisfaction scores despite FY11 being one of the highest patient volume years in the organization's 110 year history. In the final month of the fiscal year, overall Press Ganey inpatient satisfaction scores were 92%.



The **FMH Diversity Council** has had a tremendous positive impact on the organization's improved satisfaction scores. By creating a work and care environment that embraces diversity as an organizational strength, the Council has led the way in encouraging open dialogue that promotes understanding and acceptance.

Frederick Memorial Hospital has created a care environment in which people of all colors, faiths and creeds feel welcome and respected. A series of "Lunch and Learn" in-services have taught FMH employees the importance of greeting, touching, comforting and conveying instructions in culturally acceptable ways. The simple act of saying "Hello" to a patient in their native tongue can do so much to make them feel welcome and safe. You will read about the robust interpreting services department we have created at FMH and the important role they play in caring for our ever more diverse patient population later in this report.

One of the reasons that demand for care at Frederick Memorial Hospital reached an all time high in FY11 is that our programs and services continue to receive regional and national recognition by winning awards, and garnering certifications, accreditations and Center of Excellence designations. The Stroke Program, the FMH Joint Works, the Interventional Cardiology Program, the Pulmonary Function Laboratory, and the Regional Cancer Therapy Center are just a few FMH departments and services that continue to receive recognition for excellence. The FMH Wound Care Center is now one of only a few hundred centers nationally accredited for hyperbaric medicine treatment. In addition, HIMSS (the national healthcare information systems society) recognized FMH as a Level 6 provider on the nationwide Electronic Medical Record adoption model ranking scale.

RECOGNIZED FOR EXCELLENCE

Frederick Memorial Hospital is being recognized throughout the region as the physicians' destination of choice for outstanding patient care, service excellence and quality outcomes.



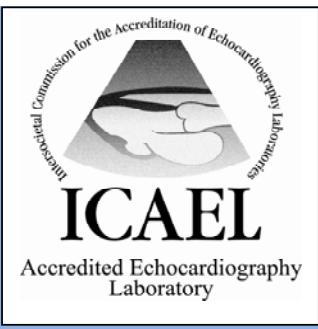
The Joint Commission Gold Seal

- The Joint Commission's Gold Seal of Approval was awarded to FMH for adhering to strict standards of operational excellence in the provision of patient care, the maintenance of metric standards relative to core measures, and providing a safe environment of care.



The Commission on Cancer

- The FMH Regional Cancer Therapy Center has been awarded a 3-year accreditation by the Commission on Cancer, the highest degree of accreditation possible. The Commission has recognized the FMH cancer program as a Comprehensive Community Cancer Program, an honor only 22% of hospitals in the nation achieve.



ICAEL Accredited Echo Lab

- The Intersocietal Commission for the Accreditation of Echocardiography Laboratories has accredited the FMH Echo Laboratory in Adult Transthoracic Echocardiography.



Extracranial Cerebrovascular
Peripheral Arterial
Peripheral Venous

ICAVL Accredited Vascular Lab

- The Intersocietal Commission for the Accreditation of Vascular Laboratories has accredited the FMH Vascular Laboratory in Extracranial Cerebrovascular, Peripheral Arterial and Peripheral Venous Testing.



UHMS Accredited Wound Care

- The Undersea & Hyperbaric Medical Society has accredited the FMH Center for Advanced Wound Care & Hyperbaric Medicine. FMH is the region's only Hyperbaric Oxygen Therapy Center accredited by the UHMS.



ACR Accredited Imaging Services

- The American College of Radiology has accredited the FMH Imaging Services Department in CT, Mammography, MRI, Nuclear Medicine and Ultrasound.

- Interventional Cardiology**
 - Designated by UnitedHealth as a Premium Interventional Cardiology Specialty Center
- Joint Replacement Program**
 - The FMH Joint Works program has been designated as a Premium Joint Surgery Specialty Center by UnitedHealth, and
 - Has received the Blue Distinction Center of Excellence for Hip and Knee surgery by the National BlueCross & BlueShield Association,
 - A designated Aetna Institute of Quality Orthopedic Care Total Joint Replacement
- FMH Stroke Center**
 - Designated by the Maryland Institute of Emergency Medical Service Systems (MIEMSS) as a Primary Stroke Center
 - Awarded a Stroke Center Bronze Performance Award by the American Heart Association

In October, FMH received 8 awards from the Medicare Hospital Quality Incentive Demonstration (HQID) project. The Health System received \$88,000 in recognition of our continued commitment to meeting exceptional quality standards in high volume diagnoses. Important work continues in the area of reducing patient infections as well. In the final quarter of FY11, employees launched a Health System-wide initiative to improve compliance with the organization's hand hygiene policy. The campaign was an enormous success with our compliance scores reaching into the 80% - 90% range as measured by thousands of observations by secret "shoppers." In the spirit of improving quality, the Medical Executive Committee and the medical staff have decided to restructure the manner in which physician peer review is conducted with the establishment of the Systems Review Oversight Committee (SROC). This new peer review process will provide for greater continuity of physician peer reviewers and improved timeliness of reviews of individual cases while identifying opportunities for education.

As the implementation of federal health care reform begins to take root, we know we will be called upon to do more with less. We will be required to focus on providing higher value and quality, rather than volume and quantity of service to our patients. Together with our physician partners, we will continue to redefine how we coordinate and deliver community based care for the residents of Frederick County and beyond. By working together, our 110-year legacy of providing for the health and well being of our community will last well into the 21st century. As the regional leader for superb care, we look forward to our continued journey.

FMH SATELLITE FACILITIES



FMH Urbana

3430 Worthington Blvd.
Frederick, MD 21704

- Imaging
- Laboratory
- Physician Specialty Practices



FMH Rose Hill

1562 Opossumtown Pike
Frederick, MD 21701

- Imaging Services
 - Digital Mammo, Stereotactic Breast Biopsy, Ultrasound, MRI, PET/CT, CT Scan, Vascular Lab
- Comprehensive Rehabilitation
- Laboratory



Mt. Airy Health Service

1502 South Main Street
Mt. Airy, MD 21771

- Imaging Services
 - Digital Mammo,
 - Ultrasound,
 - CT Scan, Vascular Lab
- Comprehensive Rehabilitation
- Laboratory



FMH Crestwood

7196 Crestwood Blvd
Frederick, MD 21703

- Imaging Services
 - Digital Mammo,
 - Ultrasound,
 - CT Scan, Vascular Lab
- Comprehensive Rehabilitation
- Laboratory
- Women's Health Services
 - Women's Center for Breast Care

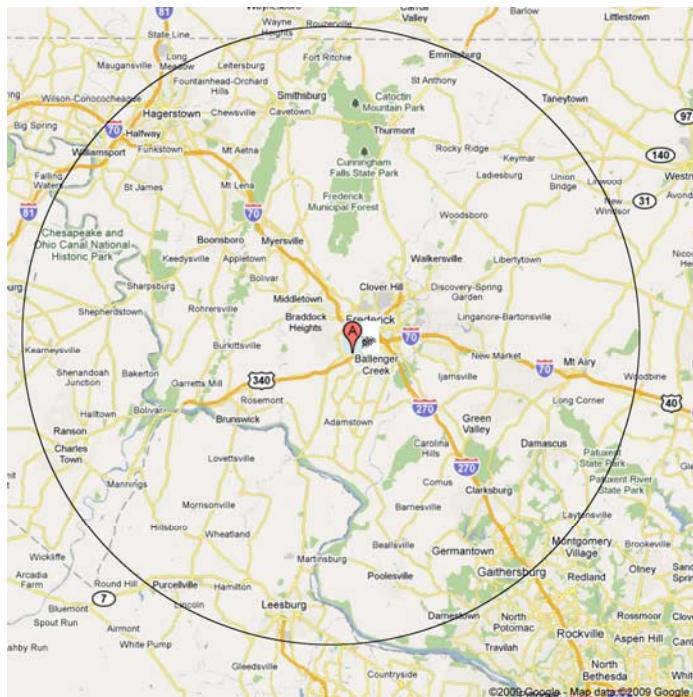


The Regional Cancer Therapy Center

501 West Seventh Street
Frederick, MD 21701

- Medical Oncology
- Radiation Oncology
 - Intensity Modulated Radiation Therapy
- Out Patient IV Therapy Center
- The FMH CyberKnife Center

Service Area Geographic Profile



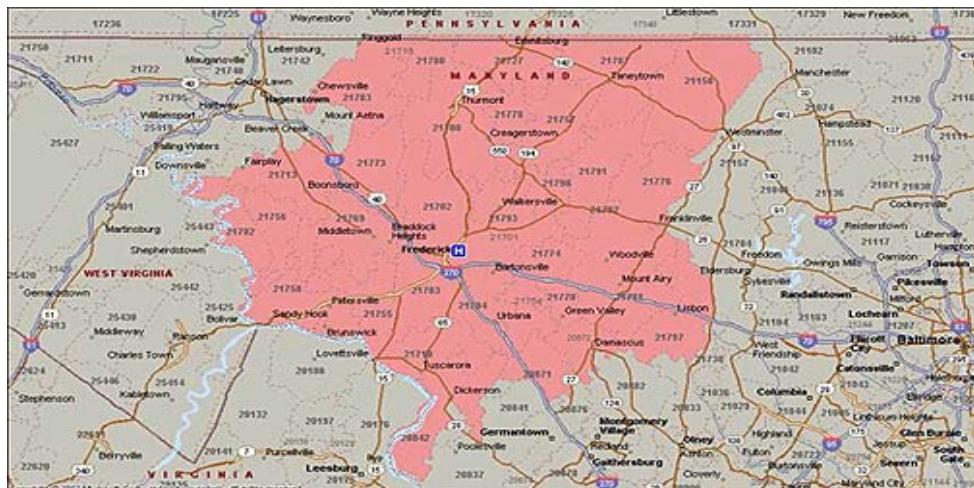
Frederick Regional Health System's patients are primarily from Frederick County, Maryland, that has an estimated population of 234,700 citizens.

Referrals for primary care coming from outside the county include:

- Washington County
- Carroll County

Regional areas from which patients come for specialty services such as cancer care, CyberKnife Radiosurgery, Interventional Cardiology procedures and Neonatal Intensive Care, include:

- Southern Pennsylvania
- Eastern West Virginia
- Northern Virginia



Frederick Regional Health System is located in the south central portion of Frederick County, Maryland. Population: 2010 - 234,700
2020 - 287,900

Statistical and Service Profile

Licensed Bed Capacity: Frederick Memorial Hospital is a **309** licensed bed, acute care facility that has been caring for the citizens of Frederick, Washington and Carroll Counties for more than 109 years. In FY 2011, **22,126** patients were admitted to the hospital for in-patient care.

Frederick County Census Data (2010)

Population by Sex/Age

Male	114,806
Female	118,579
Under 18	59,044
18 & over	174,341
20 - 24	13,237
25 - 34	27,432
35 - 49	55,698
50 - 64	45,949
65 & over	25,914

Population by Ethnicity

Hispanic or Latino	17,135
Non Hispanic or Latino	216,250

Population by Race

White	190,306
African American	20,148
Asian	8,946
American Indian and Alaska Native	730
Native Hawaiian and Pacific Islander	107
Other	6,684
Identified by two or more	6,464

Statistical Profile of Service Area

Income Profile of Primary Service Area

According to the 2010 American Community Survey, Frederick County had a median household income of \$82,133. This is \$13,279 more than the median income of Maryland, \$68,854. Since 1979, when County residents made only \$560 more than the average state resident, Frederick County has continued to increase the gap between the median income of the Maryland and the County. The greatest increase in household income was between 1989 and 1999, when residents went from making \$41,382 to \$60,276 in 10 years; a 46% increase. This trend ended abruptly with the advent of the economic downturn. In 2010, the unemployment rate in Frederick County was 7.0%. In 2007 the unemployment rate was 2.7%.

As of 2010, the majority of households make \$75,000 - \$99,999 a year. In 1999, the income ranges of households were more evenly distributed than in 2010, taking on a bell

shaped curve appearance. Incomes spiked at \$50,000 – \$74,999 and on both sides of this spike the percentage of households slowly dropped. The 2010 data show the household income spiking at the \$75,000 – \$99,999 range; however the 2 sides of this spike were not evenly distributed. The income ranges rise at a slow rate until spiking and then remain at constantly higher percentage levels. In essence, the division of poor and rich households in Frederick County has become more extreme within the past 12 years.

Household Income Characteristics for Frederick County						
	1999		2006		Change 1999 - 2006	
Total Households	70,115	100.0%	79,983	100.0%	9,868	14.1%
Income Range						
\$0 – 9,999	2,754	3.9%	2,034	2.5%	-720	-26.1%
\$10,000 - 14,999	2,260	3.2%	1,580	2.0%	-680	-30.1%
\$15,000 - 24,999	5,519	7.9%	4,100	5.1%	-1,419	-25.7%
\$25,000 - 34,999	6,554	9.3%	5,731	7.2%	-823	-14.4%
\$35,000 - 49,999	11,063	15.8%	10,021	12.5%	-1,042	-9.4%
\$50,000 - 74,999	16,815	24.1%	17,246	21.6%	431	2.6%
\$75,000 – 99,000	11,846	16.9%	14,550	18.2%	2,704	22.8%
\$100,000 - 149,000	9,495	13.5%	15,496	19.4%	6,001	63.2%
\$150,000 +	3,809	5.4%	9,225	11.5%	5,416	142%
Median Household Income	\$60,276		\$74,029	\$13,753		22.8%

Subject	Frederick County, Maryland							
	Households		Families		Married-couple families		Nonfamily households	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Total	83,964	+/-1,846	62,188	+/-2,139	51,832	+/-2,386	21,776	+/-1,812
Less than \$10,000	3.7%	+/-1.0	1.2%	+/-0.7	0.8%	+/-0.5	11.0%	+/-3.7
\$10,000 to \$14,999	1.8%	+/-0.7	0.6%	+/-0.4	0.2%	+/-0.2	5.5%	+/-2.5
\$15,000 to \$24,999	5.3%	+/-1.3	3.3%	+/-1.3	1.2%	+/-0.7	12.7%	+/-3.5
\$25,000 to \$34,999	5.9%	+/-1.5	5.2%	+/-1.5	3.8%	+/-1.3	9.1%	+/-3.0
\$35,000 to \$49,999	10.5%	+/-1.7	8.7%	+/-1.8	6.9%	+/-2.0	14.9%	+/-3.4
\$50,000 to \$74,999	17.9%	+/-2.2	16.6%	+/-2.3	15.7%	+/-2.4	22.3%	+/-4.6
\$75,000 to \$99,999	15.2%	+/-1.8	16.7%	+/-2.3	17.4%	+/-2.6	10.2%	+/-2.5
\$100,000 to \$149,999	22.7%	+/-2.1	26.8%	+/-2.8	30.3%	+/-3.0	9.4%	+/-2.4
\$150,000 to \$199,999	10.0%	+/-1.5	12.0%	+/-1.9	13.6%	+/-2.3	3.2%	+/-1.5
\$200,000 or more	7.0%	+/-1.4	8.8%	+/-1.7	10.2%	+/-2.0	1.8%	+/-1.4
Median income (dollars)	82,133	+/-5,320	95,786	+/-4,572	104,608	+/-3,903	46,126	+/-5,162
Mean income (dollars)	95,841	+/-3,647	107,661	+/-4,344	N	N	57,822	+/-4,877
PERCENT IMPUTED								
Household income in the past 12 months	22.5%	(X)	(X)	(X)	(X)	(X)	(X)	(X)
Family income in the past 12 months	(X)	(X)	24.2%	(X)	(X)	(X)	(X)	(X)
Nonfamily income in the past 12 months	(X)	(X)	(X)	(X)	(X)	(X)	15.8%	(X)

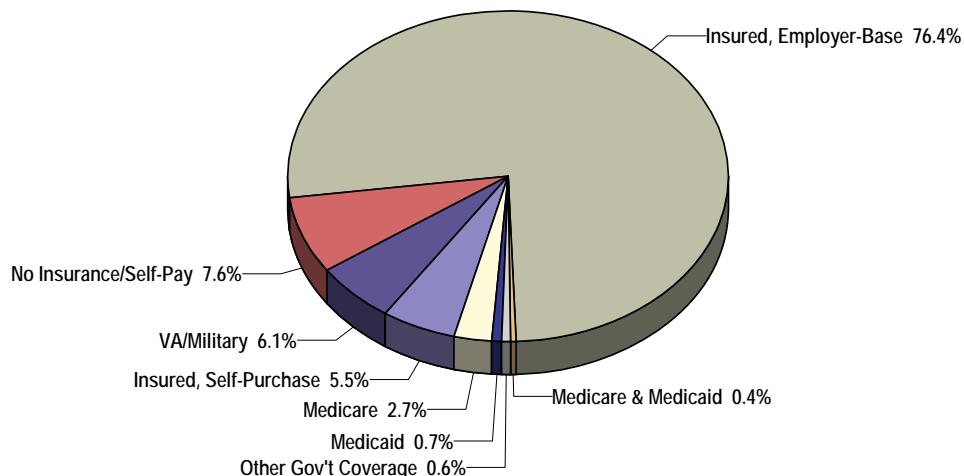
Source: U.S. Census Bureau, 2010 American Community Survey

Poverty Levels

In 2006 fewer people and families were below the poverty level than in 1989 and 1999. Since 1989, the poverty level has consistently dropped going from 4.8% of all people to 3.9% in 2006. The most recent American Community Survey (2010) puts the poverty level at 2.6%

Healthcare Insurance Coverage

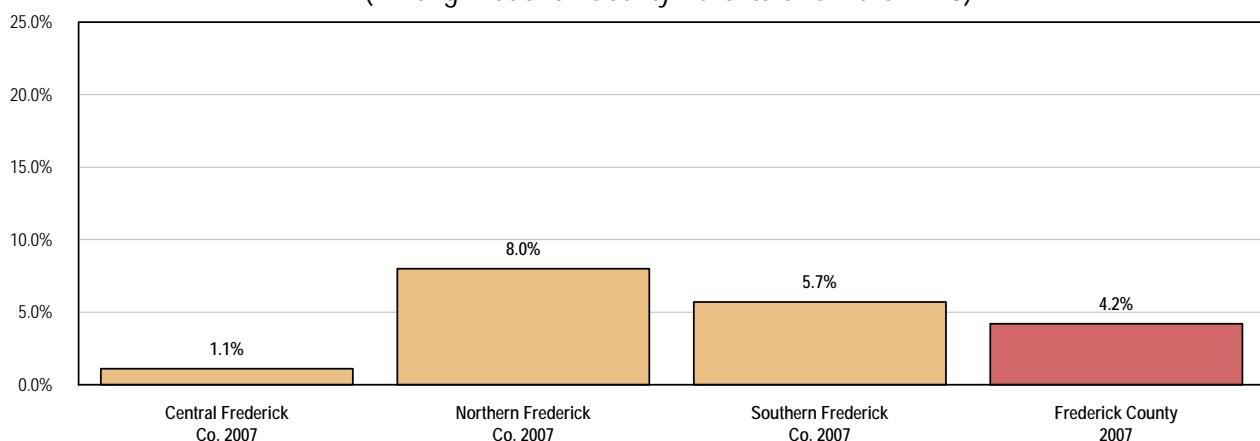
(Among Adults Age 18 to 64; Frederick County, 2007)



Source: • 2007 PRC Community Health Survey, Professional Research Consultants. [Item 185]
Note: • Reflects respondents age 18 to 64.

Lack Healthcare Insurance Coverage for Child

(Among Frederick County Parents of Children <18)



Source: • 2007 PRC Community Health Survey, Professional Research Consultants. [Item 195]
Note: • Reflects respondents with children under 18.

Community Health Assessment

In 2007, the Frederick County Health Department contracted Professional Research Consultants, Inc., to perform a telephone survey of 1,000 Frederick County adults aged 18 and older. This was the first time that a community wide Health Assessment was performed for the Frederick community. The survey instrument used for this study was based largely upon the Centers for Disease Control and Prevention (CDC) Behavioral Risk Factor Surveillance System, as well as other public health surveys.

As part of this community health assessment, there were five health related community focus groups. These focus groups included meetings with Physicians, Social Services Providers, Political and Community leaders, and Allied Health Professionals.

The data collected by the Community Health Assessment served as a tool for reaching three basic county-wide goals:

1. To improve residents' health status, increase their life spans, and elevate their overall quality of life.

FMH ACTION 2009: The FMH Wellness Center created a number of screenings, programs and educational events to increase the community's knowledge about specific disease conditions that were identified in the Community Health Assessment as areas of concern for our community: Cancer, Heart Disease, Nutrition and Weight Management. Armed with the knowledge needed to make the necessary lifestyle and behavioral changes to remain healthy has enhanced our community's health status in many positive ways.

FMH ACTION 2010: The **Radiology Department** in conjunction with **Corp OHS**, organized block appointment times for screening mammograms for the business community in Frederick County. Over 300 women participated in the program.

The **FMH Community Outreach Program** was launched in FY 2010. This group of FMH volunteer employees organized a number of screening and educational events including: Asthma Awareness Day, COPD Screenings & Seminars, Smoking Cessation & Tobacco Prevention Programs. This same group brought attention to the high incidence of Heart Attack and Stroke in Frederick County by participating in the American Heart Association's Start! Greater Washington Heart Walk. Dozens of FMH employees and their family members participated in the walk, raising more than \$7,000 for the cause.

The **FMH Center for Advanced Wound Care and Hyperbaric Medicine** sponsored a free seminar and screening event to assess wounds that would not heal. The educational seminar explained the latest advances in wound care protocols and techniques, and offered a tour of the Hyperbaric Chambers.

The **FMH Wellness Program** sponsored a number of Blood Pressure Screenings and General Wellness Maintenance lectures throughout the community.

FMH ACTION 2011: **Frederick Memorial Hospital** worked in conjunction with the **Frederick County Health Department** to secure grant funding for the Frederick County Health Care Coalition to continue and expand the important role the Access to Health Care committee plays in obtaining care for the un- and under-insured in Frederick County. The areas in which there is a critical need for service expansion include vision and dental care.

In its second year of operation, the **FMH Community Outreach** program really shifted into high gear and nearly tripled its outreach efforts. Classes, educational seminars and screening events were hosted throughout the Frederick Community and in conjunction with a number of organized community events. They reached thousands of citizens with their information about the dangers of tobacco use, smoking cessation, asthma and respiratory disease and cardiac health. All of their presentations and activities are geared toward promoting healthy lifestyles and healthy choices.

2. To reduce the health disparities among residents. The demographic information gathered during the survey process has allowed the Health Department and Frederick Regional Health System to identify population segments that are most at-risk for various diseases and injuries.

FMH ACTION 2009: The FMH Regional Cancer Therapy Center hosted prostate cancer screening events, and Vascular Services performed screenings for Peripheral Artery Disease in areas of the county where access to such services is challenging. The African American and Hispanic populations represent high-risk demographics in Frederick County for both of these disease conditions.

FMH ACTION 2010: Frederick Memorial Hospital's participation in the Frederick County Health Care Coalition (FCHCC) has increased over the past 12 months. The Chairman of the Executive Committee is an FMH employee as is another member of the Board. The FCHCC has been working behind the scenes with the Community Action Agency to encourage their application for federal funding to expand programs and services as a Community Health Clinic. The establishment of a Free Community Clinic would help to address the identified disparities in accessing care.

The Health System continued to offer laboratory diagnostic testing to the Frederick County Mission of Mercy.

FMH ACTION 2011: Frederick Memorial Hospital took a lead role in the first ever **Frederick County Convoy of Hope.** Providing a wide variety of health screenings and information as the draw to attract participants to the event, other organizations and agencies were on hand at the event to help guide many through the process of accessing resources available to them and enrolling in support programs. As the majority of the citizens participating in the event belonged to the demographic most in need of health care services, the outreach was extremely successful in informing them about the resources available to them.

As minority populations swell in Frederick County, (Frederick County is ranked 17th nationally, and 5th in the state of Maryland in the number of Hispanics moving into the area), various grass roots organizations are springing to life to celebrate their growing community. FMH is invited to, and participates in, all of the heritage festivals held in the area: The **Hispanic Festival**, the **Indian Festival** and the **Asian Festival** are just three examples of events in which FMH brings information and various health screenings, e.g. blood pressure, blood sugar, percent body fat, etc.

3. To increase accessibility to preventive services for all community residents.

FMH ACTION 2009: An area identified by the Community Health Assessment as requiring immediate action relative to access issues was in the prenatal care arena. Many women in Frederick County were receiving no prenatal care. Their babies being delivered at FMH were requiring admission to the Neonatal Care Intensive Care unit in percentages far above the expected admission rate when compared with actual patient admissions.

The FMH Auxiliary Prenatal Center was established to provide these underinsured or uninsured women with the prenatal care necessary to ensure a healthy birth weight baby that was full-term gestational age. It worked!

FMH ACTION 2010: The **Cardiac and Pulmonary Rehabilitation Department** organized vascular screenings and one-on-one consultations with cardiovascular physicians and pulmonologists.

The FMH Wellness Center sponsored a number of Diet and Nutrition Classes in conjunction with their Healthy Weigh program targeting obesity in children in Frederick County.

FMH ACTION 2011: FMH partnered with Leadership Diversity Institute to sponsor the first **Frederick County Family Olympics**, a day-long family event focused upon the importance of making good decisions relative to behaviors and nutrition choices. The Olympics stressed the importance of including the whole family in a program of good nutrition and weight management, healthy heart activities and spiritual harmony.

FMH has been working with the Frederick County Health Department and through the Frederick County Health Care Coalition to map out a strategy relative to access to preventive **dental care**. **Oral health** was identified as one of the top three areas in which care was critically lacking. It is our hope to be able to report significant success in moving this initiative forward in the FY12 CBR.

Addressing Needs

Decision Making Process

Decisions relative to addressing the health care needs of our community are driven by the FMH Board of Directors and the Senior Leadership team. The Health System is in constant and close consultation with other community organizations such as the Frederick County Health Department, Mission of Mercy, the Frederick County Mental Health Association, religious coalitions and many others. The FMH Senior Leadership Team is represented in those discussions by the Vice President of Business Development & Planning, Jim Williams, who is the Chair of the Executive Council of the Frederick County Health Care Coalition, the grass-roots community organization that serves as the clearing house for Frederick County health issues.

Physician Manpower Plan

The Health System has done a great deal of work relative to identifying the specialty and sub-specialty needs of the Frederick Community moving forward. The Physician Steering Committee has embarked on a 3-5 year physician manpower plan to direct recruiting efforts toward those areas research has indicated we may experience physician shortages. While the document is still in draft form, we can share those physician practice specialties the report is indicating there may be need in the next 3 to 5 years:

Medical Specialties:

- Cardiology
- Hematology/Oncology
- Gastroenterology

Surgical Specialties:

- Neurosurgery
- Cardiovascular
- Thoracic

Working with Our Partners

Other community needs that the Health System has not been able to address on its own, but is working in close consultation with a number of other agencies to craft a lasting and meaningful solution include:

- Access to preventive dental care and other issues as they relate to oral health
 - A subcommittee of the Frederick County Health Improvement Planning Committee is working on this issue.
- Access to vision screens and ocular health
 - Another subcommittee of the Frederick County Health Improvement Planning Committee is investigating this vital community need.
- Behavioral health issues relative to partial hospitalization and day programs
 - Through the Frederick County Health Care Coalition, the Health System is working with the Mental Health Association and Sheppard-Pratt to create a 3 to 5 year plan about to address this pressing need.

Community Benefits Department

Rather than having a separate department that is dedicated solely to the oversight of the organization's Community Benefits program, an operational structure has been created such that members of diverse departments, services and programs work together to coordinate activities and events. Under the direction of the Vice President of Business Development and Planning and the Director of Marketing, the Community Outreach Program takes the lead in planning, organizing and manning community benefit activities. As indicated above, the Community Outreach Program is in its second year of operations. The program has expanded rapidly over the past 18 months. Cherie Hyssong, Respiratory Therapist and Pulmonary Lab supervisor, has assumed the additional position as Community Outreach Coordinator. She and her pulmonary team have done an outstanding job of coordinating community activities including health fairs, screening events, educational seminars, the Convoy of Hope, the health tent at the Great Frederick Fair, and a whole host of other outreach activities.

While this structure may not adhere to the strict definition of a "Department" its operational effectiveness is clearly evidenced in the activities detailed in this report. As the CBR initiative grows and we begin using Lyons Software to more formally track activities, there may be a need moving forward to create a department in the classic sense that is dedicated to our community benefit efforts.

FMH Wellness Center



The FMH Wellness Center is a division of the Frederick Regional Health System which promotes healthier lifestyles and enhanced levels of wellness by providing health education classes, health screenings and individual services. Because early detection and education are the keys to a highly informed and educated community, the hospital vigorously supports the Wellness Center in a variety of client centered wellness activities. In FY 2011, the FMH Wellness Center touched more than **100,000** members of our community.

Corporate Partners and Community Wellness Services - 2011

The health and wellness of the residents of Frederick County and the surrounding areas is the most important contribution of The Frederick Regional Health System Wellness Center. Each year we search for new partnerships and programs that focus on guiding our friends and families towards healthier lifestyles. These organizations and businesses joined us in a collaborative effort to secure a greater level of health for members of our community:

- Airline Owners and Pilots Association
- American Cancer Society
- American Diabetes Association
- American Heart Association
- BB&T Bank
- Bank of America
- Bechtel
- Boy Scouts of America
- Ceresville Mansion
- City Of Frederick
- Coca Cola Enterprises
- Corporate Occupational Health Services
- Critical Care Enterprises
- Elder Expo
- Families Plus
- Ferguson Enterprises
- First Potomac Realty Investment
- FMH Select
- Frances Scott Key Mall
- Frederick Community College

- Frederick County Commission On Women
- Frederick County Health Department
- Frederick County Head Start
- Frederick County Hospice
- Frederick County Public School System
- Frederick News Post
- Ft. Detrick
- FSK Mall
- Gilbane Building Company
- Greater Frederick Fair
- Holistic Health Conference Planning Committee
- Hughes Network Systems
- Jeannie Bussard
- Key 103
- Kiwanis Club
- KIWI-TEK
- Legal and General America
- LIFE and Discovery Inc.
- M & T Bank
- Manpower
- Maryland Mental Health Association
- Mental Health Association of Frederick County
- Pride Philanthropy
- Red Devil Organization
- SAIC of Fort Detrick
- Transit Services of Frederick County
- TX Team
- Visitation Academy
- YMCA

Services/Programs

Either through joint efforts with our collaborative partners or independently, the following services were designed and implemented by the Frederick Regional Health System Wellness Center.

- **12** blood pressure screenings attended by **35** participants
- **1** wellness lecture serving **15** members of the Frederick County Community.
- General health and wellness information distributed during **6** community events serving **more than 600** members of the community.
- General health and wellness information, and health screenings provided during **3** community events serving more than **400** participants.
- Physician Information and Referral Service for greater than **1,335** individuals and families.

Employee Wellness Program - 2011

The Wellness Center in partnership with the FMH Human Resources Department and CorpOHS, continued the Employee Wellness Program in 2011. This program, designed to address the specific health needs of members of the hospital family provided **120** events for more than **2,000** members of the hospital staff and volunteers.

Family Focus Program Services - 2011

The Wellness Center's Family Focus Program provides education and support to the core of our community – the family. The program works in conjunction with the **FMH BirthPlace** to provide expectant parents a preview tour of the birth facility. The Family Focus Program also helps parents prepare for the birth of their child by providing quality Childbirth and Parenting Education classes to thousands of parents every year. Siblings to-be participate in the ever-popular "Small Wonder" program to help them welcome a new baby brother or sister. Family Focus has served over **6,463** community members. Just like the family – this program continues to grow and thrive each year to benefit our community!

AHA CPR Training – 2011

FMH Wellness Center is an American Heart Association Basic Life Support Training Site under the Frederick Community College Training Center. Besides training 637 hospital employees in CPR & AED, **351 community members** were trained. Many of these individuals are students at local colleges taking CPR training as a requirement prior to participating in their clinical experiences.

Safety and Injury Prevention Programs - 2011

FMH continues to support Safe Kids Frederick County, a local coalition affiliated with Safe Kids Worldwide – the only grassroots, long-term effort dedicated solely to preventing unintentional injury – the number one killer of children age 0-14 years. FMH Wellness Center and Frederick County Health Department are the co-lead agencies. The co-lead agencies conduct **10 annual meetings** with representatives from the member agencies to discuss, plan, and develop a coordinated program of public awareness, education, legislative action and enforcement to help to prevent these unintentional injuries in Frederick County children. Access to low cost safety products is also offered to Frederick County families.

Adopt a Pharmacist

This was the second year partnering with the Maryland Poison Center with this program. We recruited **18 local pharmacists** who attended training sessions taught by one of the pharmacist/educators from the Maryland Poison Center. Teaching kits were supplied to the pharmacists and they went into **22 Frederick County Public School first grade** classrooms to teach the children about poison safety.

Safety & Injury Prevention

The Injury Prevention Coordinator at FMH Wellness Center participates with the following county/state committees as an injury prevention expert.

- Frederick County Interagency Early Childhood Committee
- Maryland Mid-Western Region Highway Safety Task Force
- Maryland Child Passenger Safety Advisory Board
- Maryland Occupant Protection Committee
- Safe Kids Maryland

We have created unique partnerships with the following organizations and businesses to provide quality safety services to members of our community:

- American Cancer Society
- American Red Cross
- Bikers Against Child Abuse
- Brunswick Police Department
- Calvary Weekday School
- Carroll County Health Department
- Centro Hispano
- Child Care Choices
- Convoy of Hope
- Families Plus!
- Family Partnership
- Fitzgerald Auto Mall
- Frederick County Autism Society of America
- Frederick County Dept. of Emergency Planning
- Frederick County Dept. of Fire & Rescue Services

- Frederick County Dept. of Social Services Foster Parent Group
- Frederick County Even Start
 - Frederick County Head Start
 - Frederick County Health Department
 - Frederick County Parks & Recreation
 - Frederick County Pharmacists
 - Frederick County Public Schools
 - Frederick County Sheriff's Department
 - Frederick County Transit
 - Frederick County Volunteer Fire & Rescue Association
 - Frederick Memorial Hospital – Pediatrics Dept., Family Center, Neonatal ICU and ED
 - Frederick Pedalers
 - Frederick Police Department
 - Frederick Rescue Mission
 - Frederick Women's Civic Club
 - Ft. Detrick
 - Healthy Families Frederick
 - Heartly House
 - Hope Alive
 - Key 103

- Kinder Care
- Kiwanis Club of Suburban Frederick
- Life & Discovery (Asian community resource group)
- Mark Agency (State Farm Insurance agent)
- Marriott International
- Maryland Poison Center
- Maryland School for the Deaf
- Maryland State Police
- Mid Western Traffic Safety Coalition
- MIEMSS
- Parent Power (Mental Health Association)
- Priority Partners
- Special Education Resource Group
- Thurmont Police Department
- Up County Family Partnership
- Urbana MOPS (Mothers of Preschool Children)
- US Fire Administration
- Volunteer Frederick!
- WIC
- YMCA of Frederick County

In FY 2011 the following services were provided:

- **1,961** first graders in **22** Frederick County Public Schools (FCPS) were taught poison safety.
- **488** telephone consultations educating parents and caretakers on child safety issues
- **103** car seats rented/distributed to low income families or individuals having out of town guests with small children
- **416** individual car safety seat checks
- **18** parents/caregivers attended car seat training classes
- **3 angle tolerance tests** performed for infants discharged from FMH NICU in a car bed to determine if the infant can move to a regular infant car seat.
- **1** Child Passenger Safety Technician was mentored to the Senior Checker level.
- **23** law enforcement officers, firefighters, EMTs and health educators trained as child passenger safety technicians
- **1447** community members attended **14** Events/Safety Fairs. Five (**5**) of these events were held for ESL residents
- **104** community members attended injury prevention classes about home safety, child passenger safety and poison safety
- **287** bicycle & multi-sport helmets distributed & fitted properly
- **153** children participated in **4** bicycle rodeos
- **15** mature drivers attended a CarFit event to learn how to make adjustments in their vehicles to make them more comfortable and have better control of their vehicle.

CarFit was developed through collaboration among the American Society on Aging, AARP, the American Occupational Therapy Association and AAA.

FMH Wellness Center provided classroom space for other groups:

- **8** PALS (Pediatric Advanced Life Support) classes
- **2** Safe Kids Frederick County meetings
- **5** Children's Festival/Interagency Early Childhood Committee meetings
- **1** Safe Routes to School meeting
- **3** Amputee Support Group sessions
- **3** Religious Coalition meetings
- **1** Elder Council meeting
- **1** Spastic Paraplegic Foundation meeting
- IHONL spring conference
- **2** BHS/Corp OHS Well Cycle Open House sessions

Nutrition and Weight Management – 2011

In addition to the provisions described above, the Nutrition and Weight Management Services Division hosted more than **9,395** visits from clients with a variety of health needs. Clients were monitored weekly for changes in weight and blood pressure. Those who participated in the weekly education offerings received information and counseling in all areas of cardiovascular disease and stroke prevention. Healthy lifestyle changes including regular exercise programs, nutrition enhancements and stress management were emphasized with all clients.

Diabetes Services

FMH Diabetes Services hosted a number of support groups, educational seminars and screening events throughout the County.

Support Groups.....	144
Other events.....	95
ADA Walk	
Convoy of Hope	
Diabetes Center Open House	
Diabetes Alert Day @ FSK	

FMH Stroke & Chest Pain Centers



In 2010, The Maryland Institute of Emergency Medical Service Systems, (MIEMSS) designated these FMH programs as a **Primary Stroke Center**, and a **Stroke Center Bronze Performance Award** was bestowed by the American Heart Association. In July, 2011, FMH opened an 8-bed Chest Pain Center (CPC) located in back of the Emergency Department's Blue Zone.

The CPC is a dedicated 24/7 observation unit that evaluates low-risk chest pain patients in accordance with the Society of Chest Pain Centers (SCPC), ACC and AHA guidelines.

Frederick County residents no longer have to be transported to neighboring facilities to receive acute stroke care, nor to have their low-risk chest pain evaluated. A program with the highest level of preparedness and state recognition is right here at Frederick Memorial Hospital. The FMH Stroke Program provides stroke training to Frederick County Emergency Medical Services to ensure that first-responders are aware of stroke signs and symptoms and also the most current treatments. The cooperation between these two entities enables the patient to have the best care possible at every stage of treatment.

The Stroke Program also offers **free stroke workshops** to the citizens of Frederick County. The stroke workshops increase awareness and provide details on stroke care and prevention. Attendees are given information on risk factors and steps they can take right away to change their own risk for stroke. At the conclusion of the workshop, attendees are able to name and identify stroke signs and symptoms and know what to do in case they, or someone they know, are having a stroke. The Director of the FMH Stroke Center of Excellence has presented information and educational materials about stroke and stroke prevention:

• Citizen's Nursing Home.....	7/08/10.....	10 attendees
• Fred. County Health Dept.....	8/16/10.....	20 attendees
• Fred. County Health Dept.....	8/23/10.....	25 attendees
• New Dimensions.....	12/12/10.....	20 attendees
• Fred. County Health Dept.....	01/06/11.....	25 attendees
• Johnsville Senior Center.....	01/13/11.....	25 attendees
• Thurmont Senior Center.....	03/15/11.....	25 attendees
• New Dimensions.....	04/11/11.....	20 attendees
• Emmitsburg Senior Center.....	04/14/11.....	20 attendees
• Frederick County Health Dept.....	04/14/11.....	20 attendees
• Frederick County Dept of Aging.....	04/21/11.....	150+ attendees
• Tranquility Nursing Home.....	06/02/11.....	35 attendees
	TOTAL.....	395

Community Outreach Program

Smoking Cessation

Tobacco continues to be the leading cause of preventable disease and death in the United States. Smoking harms nearly every organ of the body and generally diminishes the health of smokers. Quitting smoking has immediate as well as long term effects. People who stop smoking greatly reduce the risk of dying prematurely and lower their risk of heart disease, stroke, lung disease and other health conditions. Frederick Memorial Hospital's Community Outreach Program promotes a healthier community by offering both intermediate and intensive smoking cessation counseling as a service to the community. Smoking cessation facilitators provided information, resources and tools to treat tobacco use and dependence.

FMH's Smoking Cessation Facilitators are active with the Local Tobacco Coalition which strives to reduce tobacco use in Frederick County through education and information. The FMH Smoking Cessation Facilitators support efforts throughout the Frederick County community to prevent chronic lung disease by encouraging teens to not smoke cigarettes and to educate the public about the dangers of exposure to secondhand smoke. We will continue to work with the Frederick County Health Department to monitor the success of our efforts as measured by the reduction of tobacco use within the community.

FMH offers the American Lung Association's Freedom from Smoking Program and provides the Association with statistical results of the cessation program. Success is measured by the number of participants entering the program as smokers and those who have kick the habit at the end of the program. The FMH Community Outreach Program provides a wonderful opportunity to make a difference in the lung health of so many individuals.

Date: Name: Physician/Healthcare Provider: Physician Signature:	MY ASTHMA ACTION PLAN		OFMH Frederick Memorial Healthcare System
GREEN ZONE: GO			
 <ul style="list-style-type: none">No shortness of breathNo cough or wheezeSleeps all nightCan work or playQuick-relief medicine: not needed			
Peak Flow: More than 80% of personal best.	Control Medications	Medicine How Much When	
An Asthma Action Plan is designed to help you manage your asthma symptoms. This plan is based upon your peak flow numbers that you provide to your physician. Your physician will prescribe the medicine to take in each zone.			
YELLOW ZONE: CAUTION			
 <ul style="list-style-type: none">Some difficulty breathingCoughing, chest tighteningAwake at nightProblems working or playingAdditional quick relief rescue medicine needed and used			
Peak Flow: _____ to _____ Between 50% to 80% of personal best.	Control Medications	Medicine How Much When	
After 1 hour of quick relief treatment if your symptoms: Return to Green Zone Then _____ Then _____ Take quick relief medication every 4 hours for 12 hours _____ Change long term control medicine _____ Contact your physician for follow-up visit within _____ hours of modifying medications _____			
RED ZONE: DANGER - MEDICAL ALERT			
 <ul style="list-style-type: none">Very difficult to breatheWheezing or tightness in chestQuick relief medicine has not helped symptomsGetting worse instead of better			
Peak Flow: _____ to _____ Less than 50% of personal best.	Continue Control Medications and add:	Medicine How Much When	
If you are still in the Red Zone after 15 minutes of taking added medications listed above, you may have not been able to reach your physician. Call 911. Call 911 immediately if: <ul style="list-style-type: none">You are having trouble walking or talking due to shortness of breath.Your lips or fingernail beds are blue.			

Asthma Educators

Asthma is a chronic lung disease with varying levels of severity and it's characterized by exacerbations. With access to quality healthcare and appropriate medications, combined with an understanding of how to avoid specific environmental triggers, asthma is a controllable disease. The keys to control are knowledge, skill and behavior.

The goal of Frederick Memorial Hospital's Community Outreach Program is to increase awareness of the fact that asthma is a significant health problem. FMH has certified asthma educators (AE-C) who are dedicated to educating the community about this chronic disease that strikes so many throughout the state of Maryland, allowing for better disease management.

FMH's Certified Asthma Educators are active with the State Asthma Coalition, which involves groups like ours to increase awareness that asthma is a significant health problem. We will remain dedicated to educating the community about this chronic disease that strikes so many. By educating those stricken with the disease about the

importance of self-management and trigger avoidance, we can reduce the number of exacerbations and hospital utilization. We will continue to monitor the outcomes of asthmatics and promote best practice in pediatric asthma care.

Community Activities and Events

National Night Out- August 3, 2010: This is a unique crime and drug prevention event that is held to heighten crime and drug prevention awareness and generate support and participation in local anti crime programs. A staff member attended this event offering tobacco education. This event was attended by an estimated 1,000 participants.

In the Streets Festival - September 11, 2010: Staff attended this community block party in the Health and Wellness block offering asthma/tobacco education. Thousands of participants were able to benefit from speaking to an educator.

Great Frederick Fair Senior Expo - September 20, 2010: Staff attended this event offering seniors COPD awareness information as well as tobacco education, which is the number one cause of emphysema. This event reached approximately 250 individuals.

Taneytown Middle School - October 13-14, 2010: An asthma educator offered "Asthma 101", an educational program to 55 students. This is an education program using a curriculum from the American Lung Association.

Thomas Johnson High School - October 18, 2010: A tobacco educator offered tobacco education program to 35 health class students.

Mount Airy Middle School - October 22, 2010: "Asthma 101" offered to 40 students.

Evangelical Reformed Church - October 24, 2010: Staff offered asthma/COPD/tobacco education to approximately 80 individuals.

Mount Airy Middle School- November 4-5, 2010- "Asthma 101" offered to 80 students.

Annual American Heart Association Heart Walk - November 6, 2010- 6th: Staff raised \$7,000 and donated it to the American Heart Association.

Fort Detrick Health Fair - November 10, 2010: Staff offered asthma/COPD awareness and tobacco education to approximately 1000 participants.

Managing COPD Seminar - November 22, 2010: A physician speaker along with tobacco educators, asthma educators and respiratory therapists offered participants pulse oximetry, spirometry screenings, carbon monoxide screenings, tobacco education and pulmonary rehabilitation information. This event reached 45 participants.

COPD Awareness Seminar - January 12, 2011: This is the second event reaching another 15 participants.

Employee Smoking - February 2, 2011: Learn and Lunch offered an hour presentation on tobacco cessation.

Tobacco Support Group - February 28, 2011: This 90 minute session is offered to those who have quit and need extra support. This session was attended by one participant.

Working Together to Control Your Asthma - March 8, 2011: This free community seminar offered participants information on basic asthma facts, triggers, symptom control, medications, asthma action plans and self management skills. Participants offered spirometry screening and mediation demonstrations. Dr. Robert Wack gave a presentation on "A Team Approach to Controlling Your Asthma". This event reached 24 individuals.

Health and Wellness Fair at Crumland Farms - March 10, 2011: Staff attended this health fair reaching approximately 200 participants offering asthma/COPD/tobacco education. Staff offered spirometry screenings and carbon monoxide screenings.

Toxic Soup Program at Sagner - March 10, 2011: This program offered a presentation on all the items that make up a cigarette to a group of underprivileged children within the community. This event reaches approximately 15 children.



Kick Butts Day - March 17, 2011: In recognition of Kick Butts Day, staff worked with local authorities who permitted them and a group of local children to create the important abstinence message using red paper cups in the chain link fence surrounding the Frederick Fair Grounds as seen in the photo.

Second Hand Smoke Workshop for Latino Moms - May 5, 2011: Staff worked with the Diversity Leadership Institute offering a workshop to Latino women and spouses who are expecting and exposed to secondhand smoke. This event reached 10 Latino families.

Each participant received a nice basket of baby supplies for attending. These gifts were funded by the Cigarette Restitution Fund and the Smoking Cessation Program at Frederick County Health Department.

Mount Airy Middle School - May 12/17, 2011: "Asthma 101" offered to 100 students.



3rd Annual Asthma Awareness Day - May 14, 2011: Frederick Memorial Hospital presented the 3rd Annual Asthma Awareness Day. This event took place at center court in the Francis Scott Key Mall. The community was invited to come learn about the advances being made in self management of asthma and symptomatic control of the disease.

The day-long program offered education on asthma that included: triggers, medications, symptom control, asthma action plans, basic asthma facts, tobacco education, spirometry screening, carbon monoxide screening, pulse oximetry and home delivery devices. This year's event was presented in memory of T.J. Luck who had just passed from an asthma exacerbation. This event reached approximately 400 individuals.

Thomas Johnson High School - May 25, 2011: Tobacco education offered to 25 students.

Walkersville Elementary School - May 25, 2011: "Asthma 101" offered to 3 different classes reaching 75 students.

Frederick County Public Schools Health Fair - June 14, 2011: Staff offered asthma/tobacco education to approximately 100 participants. This also included spirometry screening.

Convoy of Hope - June 18, 2011: An international relief organization who partnered with FMH to serve thousands of Frederick residents. Staff offered asthma/tobacco education to estimated 5,000 under/uninsured residents.

Frederick Tobacco Coalition Meetings monthly
Maryland Asthma Coalition Meetings
Freedom From Smoking Program offered 6 sessions (7 weeks in length) reaching approximately 50 participants.

The FMH Emergency Department



The FMH Emergency Department continues to be one of the busiest emergency departments in the State of Maryland. In fiscal year 2011, over 75,000 patient visits were recorded. The Frederick Regional Health System has been providing emergency care to the citizens of Frederick County ever since a one bed “Accident Room” was set-aside in 1905 on the first floor of the old Frederick City Hospital. Since that day, the doors have remained open 24 hours a day, 7 days a week, 365 days a year for nearly 110 years.

Fast Track

The FMH 7-bed Fast Track area is staffed by a Physician Assistant, R.N. and an ED Technician. Approximately 40 – 50 patients are treated and released from the Fast Track area every day with an average length of stay of 95 minutes.



The George L. Shields Emergency Department is one of the largest emergency departments in the region. With over 24,000 square feet, the ED houses:

- 50 beds and treatments rooms
- 14 general-purpose rooms
- 5 Crisis rooms
- 1 SAFE Room
- 15 Acute care beds
- CT scanner dedicated to ED patients only
- X-ray suite dedicated to ED patients only

The FMH Emergency Department has forged strong working relationships with the Frederick County Public School System, the Frederick County Court System, and community law enforcement agencies. Many of the community benefit programs

offered by the Emergency Department are the result of collaborative efforts between these agencies and organizations and Frederick Memorial Hospital's ED staff.

The Pediatric ED Co-location



Located on the second floor of the hospital, the Pediatric Emergency Department began treating patients in October of 2010. The department is designed to meet the urgent and critical medical needs of pediatric patients in an environment that is quiet, calm and secure. The new Pediatric ED is located next to the Pediatric Inpatient Unit. The team of pediatric specialists who care for children in the emergency setting also provide care to our

pediatric inpatients. That means that if a child needs to be admitted to the hospital for care, the same team of doctors and nurses will remain with them throughout their stay. A consistent care team ensures coordinated, quality pediatric care, and provides the calming confidence of familiar faces that children find so comforting.

Community Benefit Programs

The Emergency Department in conjunction with the above mentioned organizations have developed the following programs:

1. SAFE Program
2. Lethality Assessment Program
3. Take a Moment

1. SAFE Program

Since 1997, Frederick Memorial Hospital has provided medical forensic examinations performed by a Forensic Nurse Examiner, to any patient who presents to the Emergency Department with a chief complaint of rape or sexual assault. Our program follows the new Department of Justice mandate that patients have a right to evidence collection and treatment provided whether law enforcement is initially involved or not.

FMH employs 10 forensic nurses who, as part of the FMH SAFE Team, provide 24/7 coverage. **The SAFE Program treated 72 patients in FY10.**

An essential component of the SAFE team's charge is to educate members of the Sexual Assault Response Team (SART). We have presented in-services on rape trauma to:

- All Officers of the Frederick County Sheriff's department,
- Frederick City Police Academy (**15**), and
- Mount Saint Mary's University resident advisors and members of the freshman class of 2010. (**100**)

The SAFE Program team members provided Unit Victim Advocates (UVA) continuing education training at Fort Detrick. (**50 Participants**)

In the community, members of the SAFE staff have served as guest speakers/educators at:

- Hood College's Into the Light Program (**100**) and,
- Mount St Mary's Domestic Violence Panel Discussion. (**70**)

SAFE has become an integral part of the community by being a member of:

- The Frederick County Domestic Violence Coordinating Council (**15**)
- The Frederick County Domestic Violence Fatality Review Board (**20**)
- The executive board of the Frederick County Child Advocacy Center (**15**)
- The Frederick County SART (**20**)
- The Maryland Board of Nursing RN FNE advisory board (10)
- Two of our forensic nurses were part of the training team for the Adult Forensic Nurse Examiner Adult Training hosted by Washington County Hospital. (**12 new nurses were trained**)

Safe Program: Sheriff's Department In-service on Strangulation

The Lethality Assessment tool used in our ED to help patients who come to our hospital with injury from an intimate partner assault indicates that over fifty percent have been “choked.” The coordinator of the SAFE Program testified in Annapolis on behalf of House Bill 819 *Crimes- Definition of Serious Physical Injury Strangulation and Suffocation*. Our team recognized that knowledge of what to look for and how to document it could benefit law enforcement. One deputy spoke in the middle of one presentation and exclaimed “I wish I had this class last week because the woman was only whispering on the phone that her husband was trying to kill her. Had I known that strangulation can cause swelling which can change the tone of voice I would have responded differently.”

Every deputy in Frederick County received this one hour in-service provided by a Forensic Nurse. The classes occurred every Tuesday during the months of March, April, May and June and one additional class at the end of the summer.

2. Lethality Assessment Program

Interpersonal violence occurs to approximately 5.3 million people a year (mostly women). Fifteen hundred of those victims are killed each year. Forty seven percent of those killed had previously sought medical attention. At Frederick Regional Health System we see patients who present with injuries or related medical conditions aggravated by domestic violence. We have always treated their wounds but not assisted them in realizing that they could be in lethal danger. Our goal is to connect our patients with domestic violence services that can help them with immediate and/ or long term safety plans, shelter and legal expertise.

Frederick Regional Health System (FMH) is one of two hospitals in the state of

Maryland who are modeling a Lethality Assessment Program (LAP) piloted by first responders in law enforcement since 2005. This lethality assessment tool was implemented by the Maryland Network against Domestic Violence (MNADV) after being researched and developed by Dr. Jackie Campbell from Johns Hopkins University.

Since our implementation we have provided four other hospitals with our program model. These include Meritus, Peninsula Regional Medical Center (PGHC), Prince George's Hospital Center and Carroll Hospital Center.

Our program received a letter of gratitude for our participation at the Maryland Patient Safety Center (MPSC) 7th Annual Conference: Champions of Change. It stated that our presentation entitled Lethality Assessment Program contributed greatly to the success of the day. The conference was attended by nearly 1,200 participants including nurses, physicians, long term care staff, executive leaders, administrators, quality/safety managers and human resource directors. Conference evaluations revealed 92% of respondents thought the conference met their expectations "well to very well". FMH received a Distinguished Achievement Award in Patient Safety Innovation by MPSC.

On June 24th 2011 the SAFE Coordinator presented for the Maryland Health Care Coalition Against Domestic Violence conference-The Health Care Response to Domestic Violence about our LAP program. This was at PGHC to over 100 participants.

Youthful Offenders Program

The FMH SAFE team is part of the YOP which was initiated by the State's Attorney's Office. Every month one of our Forensic Nurse Examiner's speaks to different at-risk juvenile males who have been to court on criminal charges about the cycle of violence, and positive changes they can make in dealing with anger.

Each monthly group has 15 participants (**180**)

3. The "Take a Moment" Program

The Take a Moment program was developed at the request of the Frederick County Court System, and the Frederick County and Frederick City law enforcement agencies that identified the need to present a drunk driving awareness program. This program is now shown at special times. Take a Moment targets offenders convicted of driving while intoxicated, and is designed to show the consequences of driving under the influence of drugs or alcohol.

The program is a two-part presentation:

- A program focusing upon "Choices and Their Consequences" is presented to participants, and they are shown pictures from fatality scenes that graphically depict the results of poor choices.
- Participants engage in "role play" scenarios wherein one is a patient and the other a healthcare worker having to deal with an intoxicated patient. The patient

Program Presentations

The Victim Impact Panel presents the “Take A Moment” program every other month to offenders of driving under the influence, who are ordered by the court to attend this program.

Take A Moment was provided to:

- Frederick Community College (50-75)
- St. John’s High School (Entire student body)

Frederick County Court System’s rate of recidivism statistic is used as the gauge by which the program’s efficacy is measured. The rate of recidivism has declined since the implementation of this program in Frederick County. Mothers Against Drunk Driving (MADD) supports the Take a Moment Program. Their evaluations provide feedback to the FMH Emergency Department staff and the State Police instructors.

Frederick Running Festival



The FMH Emergency Department furnished all of the supplies and equipment necessary to create a MASH-like first aid tent for the Frederick Running Festival’s marathon held in May 2010. It was a particularly hot, steamy day and many more runners were overcome by the heat and conditions than was anticipated. Fortunately the tent was adequately staffed and fully stocked so that first aid care provided to the more than 200 runners who needed it was up to FMH quality standards. Physicians and nurses tended to minor injuries such as blisters from ill-fitting footwear to the administration of IV fluids for those who became dehydrated.

Perioperative Services Open House



FMH's Perioperative Services opened its doors again to share the latest technology and surgical procedures with the community. On November 12, 2011 the Operating Room hosted over 120 adults and children from our community through the operating rooms and Pre and Post surgical areas. Many Cub Scouts, Girl scouts, Brownies and Student Nurses attended.

The Open House is a wonderful opportunity for children and young adults to explore the many different medical professions and job opportunities for their future. Participants were able to touch the equipment and ask the surgical team members about their jobs, and the surgical procedures. They discovered the many rewards of working in the operating room environment.

This year staff, anesthesiologists and surgeons set up rooms to demonstrate the new **da Vinci Robotics** procedures, Total Joint Replacements and Chest Surgery. Visitors were invited to tour the pre-operative areas where patients are prepared for the operating room and the post-anesthesia care unit where patients recover from the effects of anesthesia. This event marked the fifth year for the program and is run solely by volunteers from Perioperative Services and physicians. The community looks forward to the FMH OR Open House announcement every year.



Community kids help a surgeon prepare for an upcoming “case.” The hands-on experience always excites the children and provides them with a unique look into the workings of an operating room environment.

Cardiology Services

Preventive Cardiology and Rehabilitation: The Medical Fitness Program



The FMH Medical Fitness program is a medically supervised fitness program that helps special populations promote health, improve physical fitness and enhance the quality of their life through exercise, education and service. The Medical Fitness program is recommended for people with health concerns such as high blood pressure, heart disease, diabetes, lung disease, circulatory problems and weight issues. Evidence clearly supports that regular exercise improves quality of life. Many people who live day to day with the challenges associated with a number of conditions and diseases miss out on the healthy benefits of routine exercise because of the fears associated with cardiovascular work outs. The staff at Medical Fitness consists of registered nurses and degreed exercise physiologists trained and certified in BLS and Advanced Cardiac

Life Support. The staff prepares an individualized exercise program for each participant and monitors the exercise routine. Included in this program is regular blood pressure readings, glucose measurement (as needed), exercise prescription, one-on-one assistance from our staff (as needed) and regular feedback and communication with physicians. Sign language and foreign language interpreters are also used when needed. The Medical Fitness program was provided **free of charge to 15 patients** in FY 11. These patients must attend the fitness programs regularly.

The gratis participants in the program remain in excellent health. Their energy levels, range of motion, cardiovascular condition and overall health is exponentially better than if they had not had access to a medically supervised exercise program.

FMH Vascular Services



On May 14th, FMH Vascular Services in conjunction with the Preventive Cardiology and Rehabilitation Department offered a free vascular screening event to the Frederick Community. The screenings took place at two locations: FMH Main Campus, 2nd floor classrooms and Rose Hill Vascular Lab.

FMH partnered with community physicians who provided supervision, interpretation of test results and a number of informational talks and demonstrations. Physicians who

provided the lectures included Horizon Vascular Surgery, Cardiovascular Specialists of Frederick and Dr. Sahid Rafiq, Medical Director, FMH Stroke Center, and Dr. Ryan Kulkarni, Medical Director, FMH Center for Advanced Wound Care & Hyperbaric Medicine. These physicians volunteer their time to provide a three-hour lecture series that explains how vascular disease is diagnosed and the treatment modalities available to them after the diagnosis has been made

A vascular sonographer screened participants using ultrasound equipment to detect Abdominal Aortic Aneurysm (AAA), Carotid Stenosis (high risk for stroke), and Peripheral Arterial Disease (PAD). Every participant was screened for risk factors that may contribute to vascular disease such as hypertension, family history and smoking. Results of the screens were evaluated at the events. All participants who had abnormal result discovered by the screens were immediately permitted to consult with one of the physicians manning the event regarding appropriate follow up and care. The consultations directed the participants to follow up with their PCP or with a vascular surgeon if the patients did not have a PCP and their condition was such that it required immediate treatment. All participants in the Vascular Screening were registered into a sophisticated database that recorded the results of their vascular screen. This database will allow us to track the impact the vascular screening events have on the health of our community over time.

The vascular screenings are offered to the community – FREE of charge. The average charge for a vascular screening is between \$100 and \$150. The FMH vascular screening event equated to \$16,000 of free services being offered to our community.

Raising the community's awareness and understanding of vascular disease is a priority for FMH. Statistically, only three out of four adults have heard of Peripheral Artery Disease, and frequently life-threatening conditions such as Abdominal Aortic Aneurysm and Carotid Stenosis are not discovered in time to save a life. Because symptoms of the disease may be vague or absent all together, patients do not seek care so that the necessary surgical intervention cannot take place in time to avoid unfortunate outcomes. **Over 170 participants have been screened this year in Frederick County, and significant vascular disease has been detected and treated.** The Vascular Disease Screening Events sponsored by FMH Vascular Services have made a significant difference in the lives of the citizens we serve by preventing probable stroke or ruptured aneurysm.

By raising the public's awareness of vascular disease, and actually detecting the presence of the disease in the population, FMH Vascular Services has truly made a difference in the health status of our community. As recent participants commented:

- “I am very grateful for this screening and appreciate the work involved”,
- “This has been a concern of mine for some time and I am very happy to have this chance to attend”, and
- “Very informative. A GREAT community offering and service”.

Students:

In FY11, the Vascular Lab was a clinical site for 6 students studying Vascular Sonography for 46 weeks, 40 hours a week.

Interventional Cardiology & Electrophysiology

In the 2007 Community Health Needs Assessment, 5.6% of surveyed Frederick County adults report that they suffer from or have been diagnosed with heart disease, such as coronary heart disease, angina, or heart attack. Viewed by race, heart disease mortality in Frederick County is higher among Whites (239.0/100,000) than among Blacks (216.8 per 100,000). The Frederick County annual average age-adjusted heart disease death rate for 2002-2004 was 235.2 deaths per 100,000 residents.

- Similar to the Maryland rate (227.7 deaths per 100,000 residents).
- Similar to the U.S. rate (233.1).
- Fails to satisfy the adjusted Healthy People 2010 objective of 213.7 per 100,000 or lower.



The FMH Interventional Cardiology Department presented four community education events in FY2011. Some of the presentations were at the request of hosting organizations while others were the result of the Department's participation in health fairs and other events in the Frederick community. At each of the events, representatives from the Interventional Cardiology and Electrophysiology Departments

presented lectures and handout materials to educate the public about the treatments that are available for heart attacks, stroke and arrhythmias.

Presentations:

- Mt. Airy Senior CenterMay 2, 2011
- The Great Frederick Fair...Sept 13, 2010
- Crumland Farms.....March 3, 2011
- AmvetsApril 2, 2011

The event at the Mt. Airy Senior Center was followed by tours of the FMH Interventional Cardiology Lab for all interested participants.

FMH Auxiliary/Volunteer Services



On September 11, 1952, the Women's Auxiliary of Frederick Memorial Hospital was founded. Service to the hospital began immediately with the first volunteers helping out in the Record Room and quickly expanding to other departments. By 1955, the FMH Auxiliary was the largest women's organization in Frederick County. Candy Stripers, now known as Junior Volunteers, joined the organization's ranks in 1967. When men joined the group in the early 1970s, and teenage boys began to volunteer in 1971, the name was officially changed to the Frederick Memorial Hospital Auxiliary.

Originally founded to "serve on committees, support fund raising activities and promote good will," the FMH Auxiliary's first fundraiser was the Snow Ball held on December 22, 1952. The event raised \$1,131.50, which was used to air-condition the operating room. Since then, the Auxiliary has donated more than \$8 million to the hospital for equipment and improvements, and has contributed millions of hours of service to the Frederick community.

Today the Auxiliary is composed of men and women who continue the tradition of service and stewardship. Members of the auxiliary provide hundreds of thousands of hours of their time to guide our visitors, transport our patients, and support the family members of those who are ill, injured, or on the mend.

Select Seconds Thrift Shop



Select Seconds, located at 8 East Patrick Street in downtown Frederick, Maryland has been serving the community for more than 25 years. Manned completely by FMH volunteers, gently used clothing is collected, sorted, inspected and washed, and then put on display in the retail shop. Those in the Frederick community who may need good, clean clothing to go to a job interview, or just to restore some semblance of dignity and self respect are given vouchers by

non-profit grass-roots humanitarian agencies and organizations throughout the county to come into Select Seconds and take whatever they need – **free of charge**. FMH provides these vouchers to organizations such as Dress for Success and the Union Rescue mission.

FMH Auxiliary Tours Committee

In response to a number of requests from first grade teachers in Frederick County, the FMH Auxiliary created a hospital tours program. Dates and times of the tours are coordinated with the individual classes but occur most frequently in the fall and winter months – weather permitting. Eleven FMH Auxilians provided 150 hours of service providing tours on 14 days.



The tours include a general overview of the hospital and hospital operations. In addition to seeing and touring the hospital facility, an important teaching aspect of the visit is for students to appreciate the teamwork necessary to keep a hospital running at maximum efficiency. Doctors, nurses, security and housekeeping staff tell the children what part they each play in helping to take care of our patients.

Throughout the course of the tour the Auxilian leading the tour will invite the children to have a seat in one of the hospital's private waiting areas and will lead a discussion about health and hygiene topics. They will discuss proper hand washing techniques, the importance of covering coughs and sneezes appropriately and how to identify medicines versus candies.

One of the most important aspects of the hospital tour is explaining to the children what they can expect if they are ever admitted to the hospital for care. The class is escorted into the radiology department where x-ray technicians and radiologists have the opportunity to show the children x-rays, explain to them how the instruments work and allow them to safely touch some of the equipment. The children also visit the rehabilitation department and are permitted to play with some of the various pieces of equipment that are used in physical and occupational therapies. Many of the tools used in the discipline are balls – large and small – exercise bars and stretchy straps. The children learn how they can exercise as they play with very items they use in the playground every day.

The students are escorted to the Pediatric Department on 2nd floor. They are shown a pediatric inpatient room and they are allowed to visit Dr. Wack in the Pediatric Emergency Department co-located with the inpatient unit. The tour guides discuss with the students some of the reasons why they might be brought to the Pediatric ED, and why they might have to stay overnight for the kind of care that only doctors and nurses can give to make them well.

The final stop on the tour is the newborn nursery located in the FMH Family Center. Here they are allowed to look through the glass at some of the newborn infants in our well baby nursery. The questions here can get quite interesting

All students, teachers, and volunteers have their hands cleaned with antiseptic hand sanitizer upon entering and leaving the hospital.

A bag of educational material is also provided to teacher(s) for distribution to students when they return to school.

Volunteer Services

In response to numerous requests from Frederick County Public Schools Success and Challenges Program, the Maryland School for the Deaf (MSD), and Goodwill Industries the FMH Auxiliary created a placement program – mostly for junior volunteers – to provide an opportunity for students to learn job skills.

The program currently in place allows students/clients from the above mentioned organizations and agencies to volunteer their time at FMH and, in return, receive training in the area in which they are volunteering, e.g. the FMH cafeteria, sterile processing, materials management and distribution, restocking supplies, etc. Students from Frederick County Public Schools and MSD attend volunteer opportunities throughout the school year. Goodwill clients are at FMH year-round.

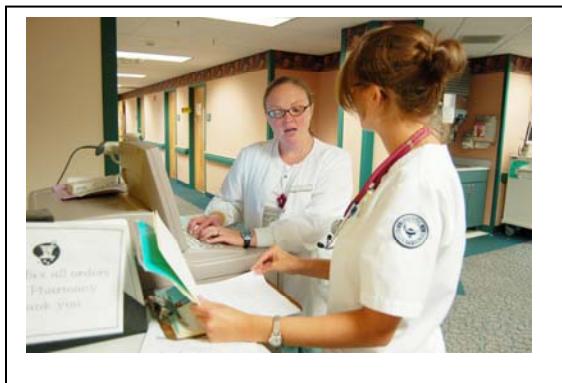
Training & Organizational Development Department

The Training and Organization Development Department supports FMH mission, vision, and strategic goals by helping to develop the skills and competencies of FMH staff. Competent and skilled staff-members contribute to customers choosing FMH as their health care provider of choice.

FMH has signed student affiliation agreements with colleges whose programs include amongst others: nursing, imaging and rehabilitation. These collaborative efforts allow students the opportunity to complete a clinical rotation at FMH. Schools throughout Maryland, as far away as the Eastern Shore, have signed affiliation agreements with FMH.

Given the shortage of both nursing and allied health professionals, many schools have looked to increase enrollment in these programs. Any increase in enrollment has meant the need for additional clinical placements. During FY11 FMH continued its partnership with the nuclear medicine course at Frederick Community College, helping in an advisory role and clinical rotation site. This course was started based upon the severe shortage of nuclear med technicians throughout the state of Maryland. FMH is proud to provide clinical placements for these students.

Community Benefit Services



nursing, respiratory therapy and nuclear medicine.

Clinical placements at FMH provide a real-world environment in which the students may observe, learn, and practice their skills under the direct supervision of a licensed practitioner. Structuring a positive student clinical experience has led to many students applying for open positions at FMH. In addition, FMH provides direct financial support to Frederick Community College enabling it to offer associate degree programs in nursing, respiratory therapy and nuclear medicine.

Outcomes Assessment

Every program is evaluated via regular contact with school faculty, the completion of a student evaluation, as well as feedback from the hospital department staff. Modifications to the clinical rotations have been made when warranted.

Presentation Schedule

Students are placed at FMH year round, with the busiest periods being in the spring and fall. On average, during a spring or fall semester, about 130 nursing students from a variety of colleges could be completing a clinical rotation at FMH. Imaging and rehabilitation students number from 1 to 5 in any given semester.

Support of Frederick Community College (FCC)

Monetary support paid to FCC to help fund their allied health and nursing program = **\$100,000.00**. In addition, FMH pledged **\$40,000.00** to FCC through the Maryland Hospital Association's Partners in Nursing Program.

Finally, FMH also provides space and phones at no charge for a training lab valued at **\$1032.48** monthly and the phone service we provide is valued at \$60.40 per month = **\$13,114.56**

The total support to FCC = \$153,114.

Support of business and educational partnerships through the Frederick County Chamber of Commerce (FCBRE)

FMH is a founding member of the **Frederick County Business Roundtable** for Education. This group supports, amongst other initiatives, educational internships for high school students, career fairs highlighting the math and science jobs within Frederick County, and continuing educational programs for public school teachers.

FMH provides committee members who dedicate their time and ideas to this effort, along with an annual monetary pledge of **\$10,000.00**.

Community support via FMH's Diversity and Inclusion Program



FMH Diversity Council

Diversity and inclusion at FMH represent essential values that are embedded in our work culture and enhance our ability to attract, develop and retain a highly talented workforce. In essence, our commitment to diversity and inclusion goes to the very core of who we are as a healthcare provider and an employer. It defines and strengthens our mission to provide superb quality, superb service, all the time.

Everyone at FMH recognizes the benefits of diversity and inclusion. Throughout our system, we have programs and resources that reinforce the value of different individual perspectives, increase cultural awareness and education, and ensure that our benefits and rewards meet the needs of an increasingly diverse talent pool. Our history of diversity and inclusion is reflected in programs, initiatives and accomplishments that include:

- Inception of a Diversity Advisory Council in 2002
- Diversity education and awareness opportunities
- Development and implementation of a language assistance program

- Expansion of benefit policies to include members of the LGBT community
- Mandatory online diversity awareness training
- Tuition assistance program
- Award and recognition by Frederick Magazine as one of the Top Five Family Friendly Employers in Frederick County

Reaching Beyond Our Halls

Furthermore, we recognize that diversity is not just about what we do and who we are within our own environments — it shapes how we care for the greater community. With that in mind, and with an appreciation for the increasing diversity of the growing greater Frederick area, we have completed an assessment of the implications of diversity on our organization and the community we serve. This information will drive our diversity and inclusion efforts going forward — because our commitment continues to grow.

FMH prohibits discrimination of all aspects of employment and advancement based on race, color, religion, sex, age, size, national origin, marital status, disability, sexual orientation, or genetic information.

FMH provides free health screenings and general health information to members of the community via the support of the following programs:

Annual Latino Festival 6 FMH employees serving approximately 500 attendees

Frederick 1st Family Olympics ... 6 FMH employees serving approximately 20 attendees

North of 4th Street event 5 FMH employees serving approximately 300 attendees

Oncology Services

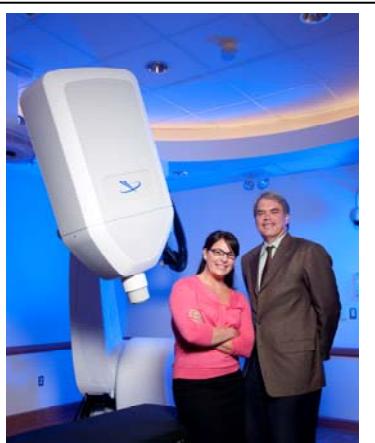


Located directly across the street from the hospital, the 26,000 square foot FMH Regional Cancer Therapy Center houses the latest technology in outpatient cancer therapy, offering the very best in cancer treatment in a pleasant, compassionate atmosphere. Within the modern facility are hospital-affiliated chemotherapy and radiation therapy programs and

facilities for community outreach, patient education and support. The cancer program also provides access to a wide variety of clinical cancer trials. All of these services and support are close to home for cancer patients, their families and friends throughout Frederick County and the surrounding region.

Frederick Memorial Hospital has a longstanding commitment to provide quality cancer care and to aid efforts to find a cure for the disease. In 1976 the hospital established a cooperative cancer care clinic with Johns Hopkins Hospital. Because there was no oncologist located in Frederick, Maryland at the time, a specialist from Johns Hopkins came one day each month to serve as a consultant. The outpatient chemotherapy clinic was started one year later, and the cancer program has grown steadily ever since.

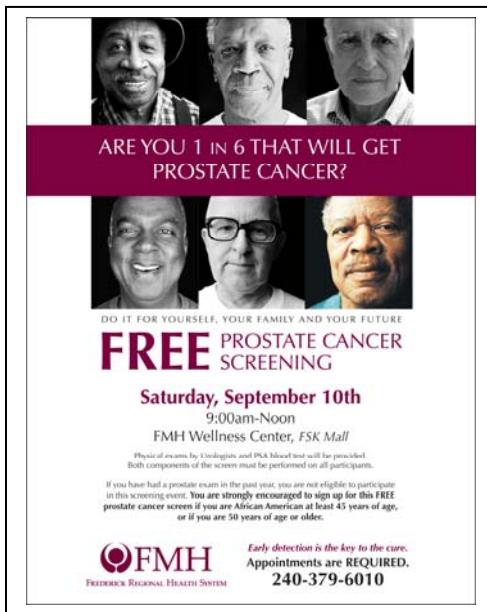
The Regional Cancer Therapy Center opened in 1989. Since that time the cancer program has been ranked as one of the top 100 in the United States by Cancer Magazine. The American College of Surgeons Commission on Cancer has recognized our cancer program as a Comprehensive Community Cancer Program, an honor only 22% of hospitals in the nation achieve.



The FMH Regional Cancer Therapy Center has become one of the Health System's most important regional providers of cancer care. With the opening of the FMH CyberKnife Center, the FMH Regional Cancer Therapy Center provides state-of-the-art cancer care for patients who come from as far away as Pennsylvania, West Virginia and the Eastern Shore.

Free Annual Prostate Cancer Screening

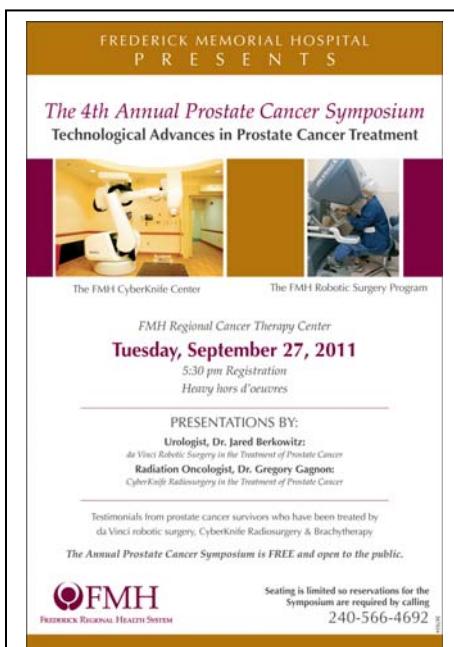
On September 10th, the Regional Cancer Therapy Center offered a free Prostate Cancer Screening event at the FMH Wellness Center located in the Francis Scott Key Mall.



All participants were required to have both the PSA blood test and the digital exam portion of the screen. Two urologists volunteered their time to participate in the Prostate Screening event. Forty five men were screened for prostate cancer.

Minority communities in Frederick were especially targeted for this Prostate Cancer screening event as research has shown that men in these demographics are much less likely to be screened for prostate cancer. Ads were placed in minority publications and radio stations broadcast PSAs about the event. We also created church bulletin inserts that were distributed by the FMH Pastoral Care department to churches throughout the Frederick community.

Annual Prostate Cancer Symposium



On September, 27th, the Regional Cancer Therapy Center hosted the 4th Annual Prostate Cancer Symposium in the atrium of the Cancer Center. The theme for this year's presentation was Technological Advances in Prostate Cancer Treatment. Two presentations by physicians highlighted new treatment modalities for the 100 men and women who attended the symposium. Urologist Dr. Jared Berkowitz presented, "da Vinci Robotic Surgery in the Treatment of Prostate Cancer," and Radiation Oncologist Dr. Gregory Gagnon, presented "CyberKnife Radiosurgery in the Treatment of Prostate Cancer." A free dinner, paid for by vendor donations, was provided to all participants.

Annual Breast Cancer Symposium

In October, the Regional Cancer Therapy Center partnered with the American Cancer Society and Frederick Community College to host the Annual Breast Cancer Symposium. This year's event was held in the Women's Center at FMH Crestwood. More than 100 women attended this year's symposium, many of the oncology nurses and other professional care providers who gather every year to hear about the latest diagnostic tools and treatment modalities.

Man To Man Prostate Cancer Support Group

Man To Man is a prostate cancer support group for both patients and family members is co-sponsored by Frederick Memorial Hospital and the American Cancer Society. The group meets on the fourth Wednesday of the month at 6:30 pm at the Regional Cancer Therapy Center. Twenty five men and their spouses attend every monthly meeting.

Humanitarian Aid

FMH Medical Missionary Trip to Peru

In February, four physicians from The Emergency Physicians Association, the contract physician group that provides services in the FMH Emergency Department, along with Ob/Gyn physician Dr. Renee Thomas and five ED nurses went on a medical missionary trip to Iquitos, Peru. The medical team donated their time and expertise to treat the desperately poor people of Peru, many of whom have no access to medical care at all – ever.

More than 1,600 men, women and children lined up outside of the MASH-style Emergency Room long before sunrise in hopes of being able to be seen by a physician, nurse or technician. Practitioners provided wellness checks, general medical interventions, pelvic exams and wound care. Patients presented with intestinal parasites, wound infections, dysentery, monkey bites, vehicle accidents and malnourishment. In the words of one of the attending nurses, “You name it. We saw it.”

The following medical supplies were donated to relief efforts:

- 16 cases of used, clean linens for Dr. Razi’s humanitarian trip to Pakistan
- 8 cases of used, clean linens for Dr. Haque’s Pakistani relief efforts
- 4 cases of used, clean linen for Amvets
- 11 skids of medical supplies and IV fluids to Dr. Raza’s mission to Pakistan
- 10 skids of medical supplies and IV fluids for Dr. Gough’s trip to South America
- Medical supplies donated to the Boy Scouts of America

The FMH Pharmacy & Care Coordination Department

Combined with the emergency disasters around the world, the local economy adversely affected a number of Frederick County residents. Job loss and the loss of medical insurance left a number of our citizens unable to afford the healthcare and medications they needed to keep chronic disease in check.

The FMH Pharmacy in conjunction with our Care Coordination team provided \$1,500 of medications to the disaster teams mentioned above, including antibiotics, ointments, creams and children’s medications.

On the local scene, the FMH Pharmacy provided \$4,500 worth of medications to indigent patients or to patients who did not have the resources to pay for their medications.

The Care Coordination Department was instrumental in coordinating the dispensing of the medications to those unable to pay. They assisted the patients with the paperwork necessary to apply for financial assistance and to access community resources available to help them.

FMH Pharmacy Department

Health Professional Education

A Pharmacist Graduate Residency program was established at Frederick Memorial Hospital, with the first class in session from July 1, 2010 through June 30, 2011. Two registered pharmacists completed this very intense, structured program that incorporated numerous clinical and administrative experiences. The Graduate Program at FMH has clearly enhanced the organization's image as the region's leader in pharmaceutical education and patient care.

The Pharmacist Graduate Residency Program and the Pharmacy Department participated in a two-day inspection and certification review conducted by the Residency Accreditation Board of the American Society of Health System Pharmacists. The pharmacy received notification in October that the Pharmacist Residency Program would be awarded full certification in the spring of 2012

Outpatient Anticoagulation Clinic

In June, the Pharmacy Department opened a Pharmacist-managed Outpatient Anticoagulation Clinic. Under the supervision of a physician Medical Director, new patients spend about 30 minutes with an FMH Pharmacist reviewing the appropriate use of their medications and individualized dose instructions.

Outpatient anticoagulation clinics have been established at numerous hospitals around the state and country, and their value to the community is well documented. Anticoagulation clinics improve patient outcomes by preventing adverse drug interactions, decreasing the incidence of bleeding and preventable embolism, and positively impacting the need for hospital admissions.

The clinic operates Monday through Friday from 8:00 am to 4:30 pm. Patients must be referred to the FMH Anticoagulation Clinic, and there are currently more than 425 patients being managed by the clinic.

Providing such a service will assist in closing the loop in our patients' continuum of care and treatment and ensures our patients anticoagulation needs are met.

FMH Bariatric Program

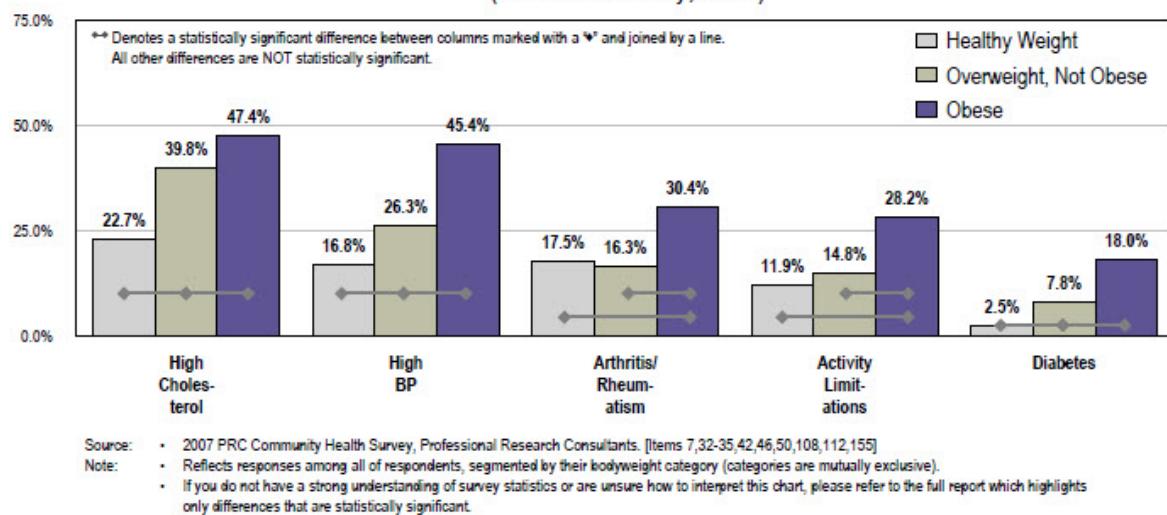
The FMH Bariatric Program has been actively engaged in educating the Frederick community about the dangers of obesity. Bariatric surgeon Dr. Stephen McKenna and nurse Dan Armstrong have contributed many hours hosting and lecturing at community events about the risks associated with obesity.

The 2007 Frederick County Health Risk Assessment found that 67.8% of Frederick County adults are overweight with a BMI of greater than 25. Specifically, 28.3% of Frederick County adults are obese with a BMI of greater than 30.

Among Frederick County community members, the 2001 assessment found that obese adults are much more likely to report a number of adverse health conditions, including:

- High cholesterol
- Hypertension (high blood pressure)
- Arthritis/rheumatism
- Activity limitations
- Diabetes

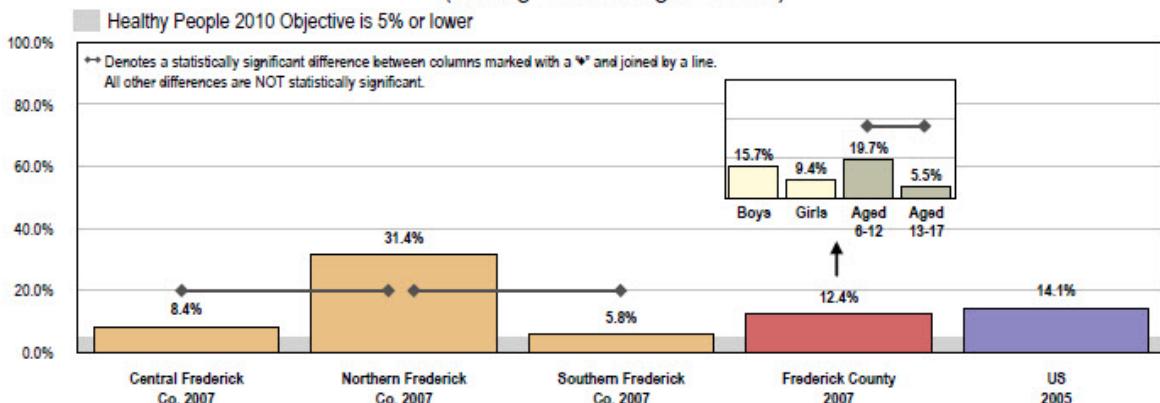
Relationship of Overweight With Other Health Issues (Frederick County, 2007)



Dr. McKenna has been very active in the area of childhood obesity and has provided community education at a number of venues.

Child Overweight

(Among Children Ages 6 to 17)



Source:

- 2007 PRC Community Health Survey, Professional Research Consultants. [Item 155]
- 2005 PRC National Health Survey, Professional Research Consultants.

Healthy People 2010, 2nd Edition. U.S. Department of Health and Human Services. Washington, DC: U.S. Government Printing Office, November 2000. [Objective 19-3a-b]

Note:

- Asked of all respondents with children aged 6 to 17 at home.
- Overweight among children is estimated based on children's Body Mass Index status above the 95th percentile of U.S. growth charts by gender and age.
- If you do not have a strong understanding of survey statistics or are unsure how to interpret this chart, please refer to the full report which highlights only differences that are statistically significant.

Dr. McKenna and Dan Armstrong provided information to the community at the following events.

FMH Select! Meeting..... November 8, 2011

Community Education Seminars.....The last Monday of every month

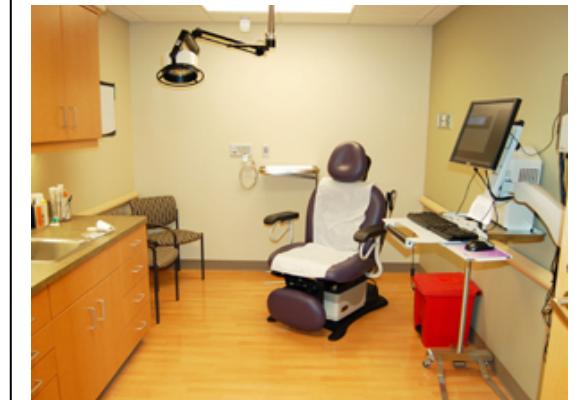
Frederick Family Olympics.....October 8, 2011

FMH Center for Advanced Wound Care & Hyperbaric Medicine

The FMH Center for Advanced Wound Care & Hyperbaric Medicine is a state-of-the-art medical facility that was designed to provide the degree of privacy necessary to make patients feel comfortable. For people living with challenging or chronic, non-healing wounds, burns, or other skin conditions, the center provides many soothing benefits.

- Hands-on care, supervised by a team of multi-disciplinary experts.
- Innovative skin/wound products and services.
- Leading-edge technology.

The FMH Center for Advanced Wound Care & Hyperbaric Medicine features two corridors lined with spacious treatment rooms in addition to a pair of hyperbaric chambers.



The large treatment rooms are able to accommodate patients in a comfortable private setting



The glass cylinders of the Hyperbaric Chambers provide a comfortable experience for our patients. Communication and visual contact is continuous throughout the “dive.”

Appropriate medical management of wounds is a very important part of nursing care. The quality of care provided to patients and the expertise of the staff who attend patients in the FMH Center for Advanced Wound Care & Hyperbaric Medicine have come to the attention of the regions institutions of higher learning. The Center has been approached by **Frederick Community College, Independence University and West Virginia School of Medicine** to provide an introduction to wound care to nursing and medical students. The students follow the clinical wound specialists and learn how to evaluate and perform wound care in the inpatient environment. The medical students observe the various providers in the outpatient wound care center. They are educated comprehensively on the diagnosis and treatment of wounds.

The following is an overview of the courses and hours of instruction provided:

- (1) **12 encounters totaling 96 hours with nursing students**
- (2) **6 encounters totaling 22 hours with respiratory students**
- (3) **15 encounters totaling 120 hours with medical students**



Dr. Ryan Kulkarni, Medical Director for the FMH Center for Advanced Wound Care & Hyperbaric Medicine, Blair Hughes, Director of the Department, and Shay Ward, FMH Nurse of the Year attend a grateful patient

The FMH Auxiliary Prenatal Center

The FMH Auxiliary Prenatal Center provides underinsured/uninsured women in Frederick County, Maryland with prenatal care. Since opening in December 2007, the center has provided care to more than 1,500 mothers, approximately 95% of whom had little to no care before entering the Prenatal Center program. Many of these women, in addition to being pregnant, have underlying medical conditions that are either undiagnosed or not treated and many social and cultural issues requiring coordinated care and services to enhance the outcome of the pregnancy.

Frederick Memorial Hospital (FMH) is the lone hospital-based healthcare provider in what the Washington-Pew Hispanic Center has identified as the county having the 17th fastest growing Hispanic population in the country. From 2003-2005, Hispanic mothers showed the highest rate of inadequate prenatal care in Maryland (24.8%) compared to other races and ethnicities (PeriStats, 2008). Being a sole provider in such an environment poses a number of challenges for a 309 bed acute care hospital in the rural countryside of Western Maryland. But Frederick Memorial's President and CEO Thomas A. Kleinhanzl, and Dr. Barbara Brookmyer, Medical Director of the Frederick County Health Department embraced the opportunities presented by these rapidly growing demographics by creating a partnership that has made a real difference in the lives of Frederick families. The FMH Auxiliary Prenatal Center is just one of the results of that collaboration.

The findings of the 2007 Community Health Needs Assessment were quite alarming:

- The birth rate in Frederick County – (annual average births per 1,000 population) was 13.9, compared to the Maryland rate of 13.5;
- In the Hispanic population, birth rates were much higher – 31.9, compared to the Maryland rate of 27.2;
- A total of 18% of Frederick County births experience late or no prenatal care, compared to the proportion statewide of 17.6;
- In the Hispanic population, 52.2% of mothers received no prenatal care in Frederick County, compared to 37% statewide.



Women who participate in the FMH Auxiliary Prenatal Center's program are at high risk due to poverty, language barriers, lack of regular medical care and lack of community resources; additionally, many are found with medical conditions and pregnancy-related complications that could pose significant risk to full-term fetal development. Under the direction of Dr. Edwin Chen, medical director for the Prenatal Center, and Dr. Wayne Kramer, a consulting perinatologist from Mid-Maryland Perinatology Associates, the Prenatal Center Staff – two nurse midwives, a medical assistant, a department assistant, and an interpreter – are able to diagnose

and treat these underlying conditions before they adversely affect the course of the pregnancy. Combining clinical care with education, counseling and evidenced-based assessment guidelines that improve prenatal outcomes, the center's staff provides the mothers with care that is in accordance with the standards set by the American College of Obstetrics and Gynecology (ACOG) regardless of their ability to pay.

Access to the FMH Auxiliary Prenatal Center is mainly through referrals from the Frederick County Health Department (FCHD) and the Frederick County Mission of Mercy – a community-based organization that utilizes active and retired licensed medical professionals to provide free medical and dental services and prescription medications to the uninsured working poor, homeless and economically disadvantaged.

OUTCOMES

Since opening in December 2007, the FMH Auxiliary Prenatal Center has been a blessing to underinsured/uninsured women in Frederick County. By delivering quality and comprehensive prenatal care to those who need these services the most, FMH has already enhanced the health status of these women and their babies and has reduced their risk of complications during pregnancy and childbirth.



In fiscal year 2011, the Prenatal Center handled more than 3,124 clinical visits and delivered 249 infants, 97-98% healthy infants delivered with only 2-3% needing additional care in the NICU (for moms attending at least 8 prenatal visits). These outcome measures have been consistently high since the opening of the program and are highly praised by the neonatologists at the hospital.

In the last two years the Maryland Department of Mental Health and Hygiene's Vital Statistics Administration has had good news regarding infant mortality rates for Maryland, and Frederick in particular. Between 2008 and 2009, Maryland infant mortality rate dipped nearly 10% - from 8 deaths to 7.2 deaths per 1,000 live births. Frederick County was one of only 2 counties in Maryland to see a statistically significant decline in its infant mortality rate, dropping from 8.4 to just 3.8 deaths per 1,000 live births. This means that 11 babies younger than one year old died in 2009, compared to 25 in 2008. This trend continued into 2010.

The FMH Auxiliary Prenatal Center is a shining example of what a community can do by working together, pooling resources and resolve, to provide healthcare to those who are often overlooked and underserved. The arena in which they vie for services is fraught with challenges, and the playing field is often skewed to their disadvantage. A constituency composed of our most impoverished citizens - frequently unemployed and uninsured and of indeterminate legal status – profiles a demographic that many find easy to dismiss. The Frederick County Healthcare Coalition refused to turn away. Clearly focused upon the health and well-being of the mother and the birth of a healthy baby, the public, private and nonprofit sectors found a way to deliver desperately needed prenatal healthcare services. Thanks to the generous financial support of our community – and the FMH Auxiliary – the underserved pregnant women in the Frederick Community will have a resource for prenatal health care for years – and generations – to come.

FMH Interpreting Services

FMH Interpreting Services provides on-site language accessibility for all patients so that they can participate fully in their own healthcare and in the healthcare of their loved ones.



Pictured above is the FMH Spanish interpreting team. L to R: Yaleni Ceballos, Daniela Figueroa, Gloria Sutton, Maria Shuck, Rosario Merchant, Melba Rodriguez-Martinez and Elisa Garza

Onsite interpreting is available for American Sign Language (ASL) and Spanish. In addition, we provide telephonic interpreting for more than 170 spoken languages. Services are available 24 hours a day, 7 days a week, to all patients and their families for appointments, procedures and hospital stays. There is no cost to patients or families for interpretation.

In case of the unavailability of an on-site interpreter, telephone interpreting is available for spoken languages, and video remote interpreting is available for American Sign Language.

As minority populations continue to grow in Frederick County, demand for the FMH interpreters to lend their skills at events and activities throughout the County grows as well. Our dedicated team is always willing to participate in health fairs and seminars, and provide a “must-have” link to our community.

In FY11, the Interpreting team participated in three major community events:

1. Convoy of Hope.....June 18th
2. Life & Discovery Asian Fair.....October 22nd
3. Life & Discovery Follow up phone calls.....November 18th

The following piece was written by Maria Shuck of Interpreting Services about the three events in which the interpreting team participated:

1. Convoy of Hope:

It was muggy and thankfully the rain held off. The crowds began to pour in at 9:00am as planned. The volunteers in their gray “Hope” T-shirts were in position, anticipating the wave of people soon to come through. I quickly noticed familiar faces in FMH burgundy T-shirts. Harry was handing out FMH t-shirts to staff as we entered into the huge white Health Care tent.

I immediately felt at ease being at the Frederick Fairgrounds for the Convoy of Hope event. Other FMH staff were already busy setting up their areas. As I



stood at the entrance of our tent I watched and acknowledged patients as they approached. People seeking medical advice came in all shapes and sizes, socioeconomic backgrounds, ethnicities, nationalities and every other diverse representation possible. Some were speaking languages I recognized, and others I did not.

FMH interpreters, Gloria, Rosario, Elisa, Daniela and I assisted our Spanish

speaking patients. JoAnn, our ASL interpreter, was on the lookout for Deaf patients. We were easy to spot; we wore sashes denoting the languages we served.

Elizabeth Chung, Director of Life and Discovery, did an excellent job providing interpreters for various Asian languages. Our tent had a fair amount of Asian patients, including Vietnamese, Burmese, Chinese, and Hindi.

Hugs were plentiful for us Spanish interpreters, since many of the Hispanic patients that day have been assisted by FMH interpreters in the past, and for the most part continue to show their appreciation towards us. Many came to check their blood pressure and blood sugar levels. Others came in with ailments like abdominal pain, headaches, high blood pressure and eye sight issues. After consulting with the physicians, most were referred to see specialists in the community in order to receive follow up care. The patients I assisted nodded politely and thanked the doctors upon stepping out from behind the curtain.

My immediate thought was that many of these folks were uninsured and would probably not be seen any time soon by anyone. I suspect that most people that took the time to visit our tent probably did not have a primary doctor or the resources to seek further medical attention for their ailment in the first place.

2. Asian Fair:

Staff interpreters attended this event, which was organized by Life and Discovery. The Asian Health Fair was founded to serve those less fortunate, providing health services in a professional, caring atmosphere. For many who have attended our Health Fair in the past, this event is their only chance to see a physician, get their blood pressure and sugars checked, and get basic blood work done. Our interpreters provided services to Spanish speaking attendees.

3. Follow up phone calls were made by our staff Spanish interpreters to 9 individuals who attended the Asian Fair mentioned in #2 in order to notify them where they could receive the second installment of the Hepatitis B series which they began at the Asian Health Fair.

Community Contributions

FMH receives numerous requests for financial support from a wide variety of worthy community organizations. The FMH Department of Marketing and Communications serves as the Health System's clearing house for vetting the many requests. While the hospital helps whenever and wherever it can in providing in-kind contributions of time and talent; cash contributions are used to support those organizations or community initiatives that espouse a cause that is most in keeping with that of the Health System's mission to contribute to the health and well being of area residents.

Heartly House is a nationally recognized organization dedicated to combating domestic violence and providing shelter, legal assistance and transitional housing to victims. FMH works closely with Heartly House, as advocates from that organization often accompany women to the FMH SAFE Program described above, and observe the process of forensic examinations. We assisted Heartly House with their lifesaving work by helping them publicize their services and creating print materials for their fundraising events.

While some of the assistance FMH provided was in the form of purchasing advertising space in local publications, some in-kind contributions in time and talents proved to be even more valuable to the organization.

Total Heartly House contributions = \$5,000

Another important cause to which FMH has provided support touches upon a topic that was identified in the 2007 Community Health Assessment as an area of growing concern relative to access to care and adequate number of physician/extender providers. The Mental Health Association's ***Guide to Mental Health and Community Support Services*** is a comprehensive referral resource that is used extensively throughout the region by physician office practices, fire and police departments and other community organizations seeking appropriate interventional resources.

Frederick County Mental Health Association contribution = \$2,500

One of the greatest challenges for the health care industry as it moves into the 21st century is to make sure that there is an adequate supply of well trained and educated Registered Nurses. The Maryland Hospital Association established the ***Who Will Care?*** Campaign to help Maryland solve its expected shortage of 10,000 nurses.

- Nurse shortages compromise health care—limiting health care access, delaying treatment, escalating costs, and contributing to provider stress.
- Over the next ten years more than 40% of the nursing workforce will retire just as retiring baby boomers are increasing the demand.
- Problem? There are not enough students to graduate and fill the gap. In fact, Maryland nursing schools are at capacity and have had to turn away thousands of qualified applicants.

Who Will Care? will double the number of registered nurse (RN) graduates across Maryland by awarding grants to Maryland associate, baccalaureate, and entry-level

master's nursing programs that can achieve a measured increase in the number of first professional degree graduates. FMH is an ardent supporter of the Who Will Care? Campaign and in FY11 contributed\$40,000

Other community events to which the Healthcare System contributed:

• Asian Lunar New Year Diversity Event	\$ 1,000
• Indian Association of Frederick	\$ 300
• Community Foundation:	
Frederick County Business Roundtable for Education	\$10,000
Eshman Randall Memorial Fund Golf Sponsor	\$ 800
Lt. Rob Seidel Memorial Golf Tournament	\$ 300
Ross Family Charitable Pass Through Fund	\$ 100
2 nd Annual Run for Shelter	\$ 250
• Frederick County Chamber of Commerce:	
Student sponsorship for Media & Tech conference	\$ 250
• Mental Health Association of Frederick –	
Catoctin Affair	\$ 2,000
• Leadership Montgomery	\$ 300
• Mission of Mercy	\$ 500
• Frederick Marathon (In kind medical support services)	\$ 5,000
• Indian Association of Frederick	\$ 300
• The Great Frederick Fair, Community Tent	\$ 1,000
• YMCA Special Events	\$ 1,000
• YMCA Campaign for Kids Golf Tournament	\$ 600
• YMCA 2011 Healthy Kids Day	\$ 2,500
• American Red Cross Hometown Heroes Nursing Award	\$ 2,500
• The Red Devils Heart and Sole Stroll for Breast Cancer	\$ 500
• The Great Frederick Fair Health Tent Sponsorship	\$ 1,000
• Frederick Community College Foundation	\$ 100

Total contribution to Community Events = \$77,800.00

Mission Driven Health Services

The mission of Frederick Regional Health System is to contribute to the health and well-being of area residents by providing quality healthcare in a caring, cost efficient and convenient manner through a coordinated program of prevention, diagnosis and treatment, rehabilitation and support.

In order to fulfill our mission, The Health System has entered into a number of exclusive contracts and/or subsidy arrangements with hospital based physicians/physician groups. These arrangements provided for timely patient care in a cost effective manner, and allow for efficient allocation of physician time and resources.

The following specialty practice physicians are subsidized to be on-call, 24/7 at FMH:

- Hospitalists
FMH Hospitalists are specialists trained in the care of hospitalized patients. They provide care to the patients of those physicians with whom they have established a relationship, and assume the medical management of the patient throughout the duration of their hospital stay. The hospitalists also provide care to those patients who do not have a primary care physician and/or are uninsured.
- Surgicalists
FMH expanded its Hospitalist program by including two new in house programs: Surgicalists and Pediatric Hospitalists (see below). Surgicalists are surgeons who are in-house 24/7 and ensure that Frederick County residents receive around-the-clock quality surgical care. Surgicalists not only provide better access to the highest quality surgical care, but are available to answer patients' questions about their surgical procedure.
- Pediatric Hospitalists
FMH has expanded its service provision relative to our pediatric populations. A subset of our Hospitalist program is Pediatric Hospitalists, physicians who specialize in the medical management of the hospitalized pediatric patient. In addition, some of our Pediatric Hospitalists have advanced training in pediatric emergency services and provide care in our Pediatric Emergency Department that is co-located with our inpatient pediatric unit on the second floor of the hospital.
- Intensivists
The FMH Intensivist program was initiated as an adjunct service for the expansion of the FMH Heart Service line. With the advent of the Interventional Cardiology Program, it was necessary to have 24/7 specialty care in the Intensive Care unit. Intensivists are physicians who have special training in critical care medicine. The specialty requires additional fellowship training for physicians who complete their primary residency training in internal medicine, anesthesiology, or surgery. Research has demonstrated that ICU care provided by intensivists produces better outcomes and more cost effective care.

- **Obstetricians**
FMH's recent designation as a Neonatal Intensive Care center has increased the number of high-risk pregnancies choosing to delivery in our BirthPlace. An increase in our demographic profile of those individuals less likely to have adequate – or any – prenatal care has also increased the probability that immediate/emergent obstetrical care be available. Our obstetric on-call schedule permits for that need 24/7.
- **Emergency Physicians**
FMH's Emergency Department is the third busiest ED in Maryland, registering over 65,000 annual patient visits. Because of the nature of our growing community, and the severity of the emergencies encountered, it is increasing necessary to provide around-the-clock physician specialty care. A variety of specialty and sub-specialty physicians are on call to provide the emergent care 24/7.
- **Anesthesiologists**
In addition to the on-site, 24/7, OB anesthesiology coverage, FMH has a “first-call” anesthesiologist available to cover emergency cases should the in house anesthesiologist be occupied with another patient. The availability of an on-call anesthesiologist has decreased the time interval between diagnoses and surgical intervention, resulting in significantly better patient outcomes.
- **Interventional Cardiologist**
FMH contracted a group of Interventional Cardiologist to provide 24-hour service for emergency angioplasty services. The Interventionalists are available 7-days a week and serve as the Code Heart Team leaders when responding to an emergency situation.

Community Benefits 2011

Community Health Services	\$ 1,715,159
Health Professions Education	\$ 243,647
Mission Driven Health Services	\$10,577,161
Financial Contributions	\$ 70,410
Charity Care	\$ 7,810,600
Medicaid Assessments	\$ 706,091
Total	\$21,123,068

APPENDIX 1

Charity Care Policy Information to Patients

Frederick Regional Health System posts its charity care policy and financial assistance contact information in admission areas, the FMH Emergency Department, and in all of our satellite facilities in areas where eligible patients are likely to present.

FMH provides a summary of the Charity Care Policy and financial assistance contact information to all patients at the time of admission to the hospital.

FMH admissions personnel discuss the availability of various government benefits such as Medicaid or state programs with patients and/or their family members, and they assist patients with qualification for the programs.

For Patients

Financial Assistance

The Frederick Memorial Hospital Financial Assistance Program

Frederick Memorial Hospital is committed to being the most trusted health care provider in our community. That involves a commitment to provide accessible services to individuals who do not have the resources to pay for necessary care.

Frederick Memorial Hospital has a financial assistance program that offers free or discounted services to patients who qualify. Applications and information are available through the financial counselors, cashiers and in patient registration areas. Your hospital bill will not include fees charged by non-hospital-employed physicians. These fees will appear on separate bills, sent to your home, from the physicians who perform the services.

For more information, visit one of our patient registration areas, or call Financial Counseling at 240-566-3311.

Para Nuestros Pacientes

Ayuda Financiera

El Programa de Ayuda Financiera del Hospital Memorial de Frederick

El Hospital Memorial de Frederick se compromete a ser el mejor proveedor de cuidados de salud en nuestra comunidad. Esto significa el cumplir con nuestro compromiso a proveer servicios accesibles a aquellas personas que no tienen los recursos para pagar por el cuidado necesario.

El Hospital Memorial de Frederick tiene un programa de ayuda financiera que ofrece a los pacientes que califican cuidado gratis o a un descuento. La aplicación y la información acerca de este programa se pueden obtener a través de nuestros Consejeros Financieros, las Cajeras, y en las áreas de inscripción del hospital. Recuerde que el cobro del hospital no incluirá cobros de los doctores que lo atendieron en el hospital. Éstos enviarán por separados sus cobros.

Para obtener más información favor visitar una de nuestras áreas de inscripción, o llame a la oficina de los Consejeros Financieros marcando el 240-566-3311.

Appendix 2

Charity Care Policy

Payment Services for FMH Patients

Frederick Memorial Hospital (FMH) is dedicated to providing patients with the highest quality of care and service. To assist our patients, and to comply with Maryland state law, FMH offers the following information.

Hospital Financial Assistance

FMH provides emergency or urgent care to all patients regardless of their ability to pay. Under the FMH financial assistance policy, you may be entitled to receive financial assistance for the cost of medically necessary hospital services if you have a low income, do not have insurance, or your insurance does not cover your medically-necessary hospital care and you are low-income.

FMH financial assistance eligibility is based on gross family income and family size of the patient and/or responsible person. Annual income criteria used will be 200% of the most current poverty guidelines published yearly in the Federal Register. Assets and liabilities will also be considered. Financial assistance is given in increments of 25%, 50%, 75% and 100%.

If you wish to get more information about or apply for FMH Financial Assistance, please call 240-566-4214 or download the uniform financial assistance application at http://www.hscrc.state.md.us/consumers_uniform.cfm. Financial Assistance applications are also available at all FMH registration areas.

Patient Rights

Those patients that meet the financial assistance policy criteria described above may receive assistance from the hospital in paying their bill. If you believe you have been wrongly referred to a collection agency, you have the right to contact the FMH business office at 240-566-3330.

You may be eligible for Maryland Medical Assistance. Medical Assistance is a program funded jointly by the state and federal governments and it pays the full cost of health coverage for low-income individuals who meet certain criteria. In some cases, you may have to apply and be denied for this coverage prior to being eligible for FMH financial assistance.

For more information regarding the application process for Maryland Medical Assistance, please call your local Department of Social Services by phone 1-800-332-6347; TTY:1-800-925-4434; or internet www.dhr.state.md.us. We can also help you at FMH by calling 240-566-3862.

Patient Obligations

For those patients with the ability to pay, it is their obligation to pay the hospital in a timely manner. FMH makes every effort to see that patient accounts are properly billed, and patients may expect to receive a uniform summary statement within 30 days of discharge. It is the patient's responsibility to provide correct insurance information.

If you do not have health coverage, we expect you to pay the bill in a timely manner. If you believe that you may be eligible under the hospital's financial assistance policy, or if you cannot afford to pay the bill in full, you should contact the business office at 240-566-3330.

If you fail to meet the financial obligations of this bill, you may be referred to a collection agency. It is the obligation of the patient to assure the hospital obtains accurate and complete information. If your financial position changes, you have an obligation to contact the FMH business office to provide updated information.

Physician Services

Physicians who care for patients at FMH during an inpatient stay bill separately and their charges are not included on your hospital billing statement.

Appendix 3

Description of Mission/Vision/Value Statements

While the composition of the individual FMH Mission, Vision and Value statements is not extraordinary – the orchestration of the three to create a harmonious whole – is exceptional.

FMH Mission Statement

The Mission Statement is quite ambitious, and describes in a single sentence the purpose to which the employees and staff have dedicated their professional lives. In addition to purpose, our Mission Statement characterizes the parameters within which our operations are delivered, and details the programs through which services are rendered. But more than that, the FMH Mission Statement anchors the Frederick Community by solidifying a commitment to care that has never faltered. There is a stability to the words that suggests competency, compassion and confidence. They are comforting words to the citizens of our community, and remain steadfast and true regardless of world condition or personal circumstance.

FMH Statement of Values

Our Value Statement reflects those qualities of comportment and service delivery in which we believe as an organization. These attributes dovetail with our Mission Statement in that they describe the philosophy that directs our business operations and governs our provision of care. Each statement is powerful as a stand-alone expression of purpose and belief; but together they provide the foundation upon which the Frederick Regional Health System has been built.

FMH Vision

As powerful as our Mission and Values Statements are, it is our Vision Statement that most directly governs day-to-day operations, provision of care, and the personal comportment of employees and staff. **Superb Quality. Superb Service. All the Time.** These seven words are the ideals to which we aspire every single day. They guide our business practices, our interactions with our customers and visitors, the care delivered to every patient, and the degree of respect with which we treat one another.

Appendix 4
Mission/Vision/Value Statements

VISION

SUPERB QUALITY. SUPERB SERVICE.
All the time.

MISSION

The mission of Frederick Regional Health System is to contribute to the health and well-being of area residents by providing quality healthcare in a caring, cost efficient, safe and convenient manner through a coordinated program of prevention, diagnosis and treatment, rehabilitation, and support.

VALUES

We believe in.

Quality • Responsibility • Stewardship • Respect & Dignity
Empowerment • Honesty & Integrity • Collaboration & Teamwork

