



**University of Maryland Charles Regional Medical Center (UM CRMC)** is an acute-care community hospital that has been serving Charles County and surrounding communities for over 80 years. UM CRMC provides a growing network of outpatient providers through University of Maryland Charles Regional Medical Group including women's health, surgical care, gastroenterology, diabetes and endocrinology, and diet and nutrition services. The Charles Regional Medical Pavilion in La Plata offers outpatient services for sports and orthopedic rehabilitation, imaging, neurology and primary care.



### Diabetes Support Group

In 2018, the UM CRMC Center for Diabetes Education introduced a free Diabetes Support Group for adults with diabetes or prediabetes. This support group aims to provide a safe and comfortable setting to learn more about diabetes, nutritional guidelines, and tips to manage blood sugar and prevent diabetes complications. Since it began, the support group has had over 170 participants, with up to 30 attendees each class.

### Chronic Disease Self-Management Classes

To improve the lives of those living with one or more chronic illnesses, UM CRMC, along with its community partners, offers free Chronic Disease Self-Management Classes to the community. This free six-week workshop entitled "Living Well with Chronic Conditions" is designed to improve individuals' self-management and decision-making skills and show participants they are not alone in their struggle. In 2019, there were 70 total participants, 59 of which completed the full 6-week program.

### Stroke Education and Awareness

UM CRMC, designated as a Primary Stroke Center by the Maryland Institute for Emergency Medical Services Systems, provides stroke education and awareness on the importance of recognizing the signs and symptoms of stroke throughout the year at community events. A Stroke and Brain Injury Support Group is also offered monthly for survivors of stroke or traumatic brain injury and their caregivers. In 2019, this support group had approximately 180 participants. As a result of UM CRMC's commitment to ensuring stroke patients receive the most appropriate treatment according to nationally recognized guidelines, the hospital received the American Heart Association/American Stroke Association's Get With The Guidelines Target: Stroke Honor Roll Elite Gold Plus Quality Achievement Award. This recognition shows UM CRMC's dedication to improving the quality of care for each patient affected by stroke.

### Mobile Integrated Health Care:

Since August 2017, the Mobile Integrated Health (MIH) Care Team has been delivering tailored health care to community members who need it most. A unique collaboration of the Charles County Department of Emergency Medical Services (EMS), Charles County Department of Health, and UM CRMC, the MIH team consists of a local EMS paramedic, public health nurse, and community health worker who follow up with recently discharged patients to help solve any issues that may lead to overutilization of medical services. Since its launch, the MIH team has assisted 130 Charles County residents, completing 243 visits and 106 home assessments as of the end of September, 2019. Of the first 95 patients that met program criteria, the MIH program reduced emergency department visits by 56%, inpatient hospital admissions by 67%, 911 calls by 58%, and 30-day readmissions by 90%.

# Community Health Needs Assessment

In 2018, UM CRMC conducted the Community Health Needs Assessment (CHNA) to survey the needs of the community and surrounding areas. The CHNA provides a snapshot of the county's health by identifying gaps in care for the community and demonstrates a benchmark of progress toward the goals set in the Health Improvement Plan for the UM CRMC service area.

Community input played an integral role in the CHNA process; 846 Charles County residents completed an online survey, 1,317 respondents completed a short paper survey, and 128 people participated in focus groups with community leaders, citizens, and stakeholders. A quantitative data analysis of secondary published data was completed.

This data was used to develop the subsequent Charles County Health Improvement Plan and Team Action Plans, which provide the county with measurable outcomes and benchmarks for program implementation.

## CHNA Implementation Plan

The findings are used to address gaps in care and add resources that will help improve community health. The top three priorities in 2018 were:

1. Chronic Disease Prevention & Management
2. Access to Health Care
3. Behavioral Health

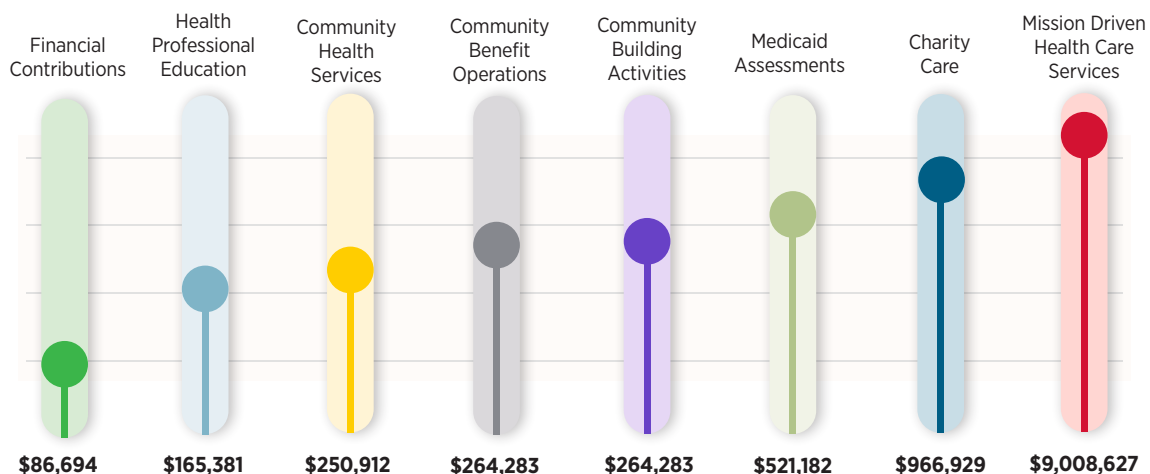
Looking back and looking forward, UM CRMC continues to gather useful quantitative and qualitative health information from the community that empowers the medical center and its community partners in promoting a healthier Charles County. Staying informed and responsive to changing trends keeps the hospital in tune with the needs of its service area.



## Financial Assistance Policy

If you cannot pay for all or part of your care from our hospital, you may be able to receive free or lower cost services. For a free copy of our financial assistance policy and application, visit [UMCharlesRegional.org/FinancialAssistance](http://UMCharlesRegional.org/FinancialAssistance), 5 Garrett Avenue, La Plata, MD 20646, or call 301-609-4400. If you have questions, need help applying or need help in another language, call 301-609-4400.

## Financials



**\$11,528,291** TOTAL COMMUNITY BENEFIT