



MedStar Health

MedStar Union Memorial Hospital

Behavioral Health

One of the first areas of the waiver that the Maryland Health Care Commission and the Health Services Cost Review Commission (HSCRC) focused on was hospital readmission reductions. In fiscal year 2014, the MedStar Union Memorial Hospital service line that saw the highest readmission rate was inpatient behavioral health.

Behavioral health services at MedStar Union Memorial Hospital include 26-bed acute inpatient service, access and crisis intervention services, partial hospitalization and intensive outpatient services, and outpatient counseling.

In fiscal year 2015, the inpatient behavioral health service line saw the largest decline in absolute readmissions.

This success came through better coordination with our own inpatient and outpatient services and from creating a new inpatient behavioral health navigator position that focused on individual readmissions, the root cause of those readmissions, post-discharge referrals, and patient follow up.

One of the common themes from readmission root cause analysis is the proper discharge placement into community programs and services that help patients sustain and maintain success. Important partners we work with to transition patients into appropriate programs and services include Baltimore Crisis Response, PDG Rehabilitation Services and Penn North Recovery.

Letter From the President

Building upon MedStar Union Memorial Hospital's annual community benefits contribution, under new provisions of the Maryland waiver, our programs and services are reaching out further into the community to have a greater impact on health outcomes and overall population health. Daily, our physicians and associates work on efforts to improve quality, reduce readmissions, decrease hospital-acquired conditions, and address chronic disease management.

In the 2015 MedStar Union Memorial Hospital Report to the Community, we want to highlight a couple initiatives that have benefited the community at large around inpatient behavioral health and outpatient diabetes education and management.

Community partnerships are instrumental in having the greatest impact on population health, and the stories we share will emphasize the importance of building and maintaining these relationships.

Sincerely,

Bradley S. Chambers
President, MedStar Good Samaritan Hospital and
MedStar Union Memorial Hospital
Senior Vice President, MedStar Health

MedStar Union Memorial Hospital
2015 REPORT TO THE COMMUNITY



Community Services*	\$6,777,111
Health Professions Education	\$19,557,390
Research	\$1,576,969
Charity Care**	\$5,480,973
TOTAL	\$33,392,443

*Includes subsidies, community health improvement services, community building activities, financial contributions, and community benefit operations

**Includes Medicaid assessments

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Diabetes Management

A fundamental component of population health is addressing chronic disease management and potentially preventable complications. In the community MedStar Union Memorial Hospital serves, diabetes education and management to avoid emergency department and inpatient hospitalization is a top health need.

MedStar Union Memorial Hospital's hospital-based Diabetes and Endocrine Center is an accredited and comprehensive education program that provides disease management, exercise, nutrition training, and resources. The Diabetes and Endocrine Center can be reached at **410-554-2266**.

In addition, MedStar Union Memorial Hospital's long-standing community partner, the Shepherd's Clinic and Joy Wellness Center, offers a number of diabetes education options to help participants balance their lifestyle and reinforce behavior changes around exercise, nutrition and medical adherence to help control the progression of disease. The Shepherd's Clinic and Joy Wellness Center can be reached at **410-467-7140**. Their community-based diabetes programming includes:

- Diabetes Map Conversations self-management program from Healthy Interactions. The American Diabetes Association approved program involves four sessions of classes.
- Living Well: Take Charge of Your Diabetes evidence-based program in partnership with the Baltimore City Health Department. The Diabetes Self-Management workshop is given once a week for six weeks.
- Individual one-on-one session on diabetes self-management
- Ongoing nutritional classes and food demonstrations throughout the year

