



## Connecting vulnerable patients to essential services.

For individuals already struggling to address their basic needs and those dealing with addiction or other mental health issues, 2020 was a particularly difficult year.

“The pandemic heightened problems such as isolation and depression in our community,” says Taylor Patton, a community health advocate at MedStar Union Memorial Hospital. In her role, Taylor works to connect these vulnerable residents to essential health and community services. Prior to the pandemic, she saw patients in two clinic settings at the hospital—in the Counseling Center and the Adult Medicine Center. That changed when the pandemic hit.

“Because many individuals could no longer safely access this support in person, we began reaching out by phone to help them,” she explains.

Taylor has since counseled 15 to 20 clients by phone per week, who are referred to her by the clinics. “Every person is unique, so my goal is to make sure they get the most appropriate help—help that is deeply appreciated based on their feedback. We’re making a difference, one person at a time,” she says.

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—Taylor Patton, community health advocate

### Letter from the president.

At MedStar Union Memorial Hospital, we recognize that health plays an important role in building and sustaining vibrant and strong communities. That’s why, every year, we strive to alleviate barriers to improving health status, such as lack of access to basic needs like healthy food and physical and emotional support services. Two programs designed to do that are highlighted in this report.

Improving health outcomes in the communities we serve is essential to what we do, but we couldn’t do it alone. We thank you for your support.

Sincerely,

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

# Improving access to **healthy food.**

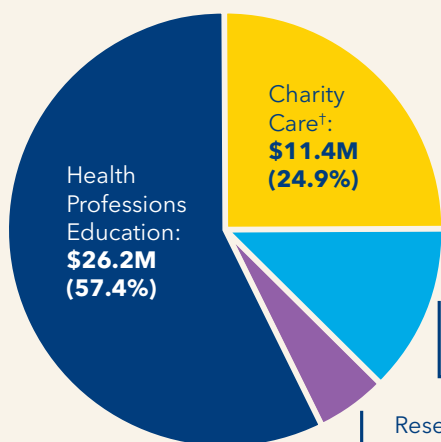
Food plays a huge role in a person's overall ability to be healthy. At MedStar Union Memorial, ensuring that patients have access to healthy food is the focus of a program called Food is Medicine—Harvest Rx.



Through the program, patients are identified as needing food assistance through a screening conducted during an emergency department or doctor's visit. They are then connected with a community health advocate who can help them sign up to receive free home delivery of a box of healthy food every other week for eight weeks. Provided by a group called Hungry Harvest, the box typically contains fresh vegetables, fruits, and grains, and is enough for four to eight meals.

"This program is one way we are working to provide those in need with the resources to become healthier and stay healthy," says Stephanie Banks, a community health advocate at the hospital. "The goal is not just signing people up for the program...it's for us to be able to work with them on developing better long-term healthy habits and connecting them to long-term programs to address their food access issues."

And it's having an impact. Since it was launched over a year ago, more than 300 patients have benefitted from the program.



## 2020 Community benefit contribution: **\$45.7M**

\*Includes subsidies, community health improvement services, community building activities, financial contributions, and community benefit operations  
 †Includes Medicaid assessments

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**It's how we treat people.**