



Community Impact Report

July 1, 2021 – June 30, 2022





Community Impact Report

Stories of coming together to help our community thrive.

Celebrating 120 Years of Caring for Our Community

Since Frederick Health opened its doors in 1902, we've provided care for Frederick County and the surrounding area—whether you live, work, or play here. The vision of our founder, Emma Smith, has evolved into our mission: to positively impact the well-being of every individual in our community.

Our success is possible thanks to the hard work of our team as well as the partnerships developed with our trusted community stakeholders. Their dedication has allowed us to provide award-winning care to you—our neighbors, friends, family, and community.

Thank you for being a part of our community of care.

PICTURED LEFT

Sara Littleton with the Asian American Center of Frederick Executive Director Elizabeth Chung and her team. AACF is a valued Frederick Health community partner.

FISCAL YEAR 2022

Total Community Benefit \$24,581,519

AREAS OF CONTRIBUTION July 2021 – June 2022



By the Numbers

\$10,100,731

Mission-Driven Services

When healthcare needs exist within our community, we step up to meet those needs. Many vital services—including 24-hour availability of critical care providers, interventional cardiology, outpatient mental health, and the prenatal center—would not be possible without subsidies from Frederick Health.

\$8,370,062

Financial Assistance

Frederick Health is committed to helping patients with access to affordable healthcare through free or discounted care for uninsured or underinsured patients, and for patients with an income level that meets certain guidelines.

\$5,577,140

Community Health Services

We help to increase access to quality healthcare services in Frederick County through health education programs, screening and prevention programs for at-risk populations, and healthcare support services provided by our Care Transitions team.

\$348,169

Clinical Research

Patients of Frederick Health may be eligible to participate in clinical trials used to develop new therapeutic protocols. Results of these studies are publicly available.

\$37,100

Community Benefit Operations

The cost to conduct and coordinate community benefit activities.

\$148,317

Cash & In-Kind Donations

Cash and in-kind contributions are funds donated to community organizations, or to the community at large, in support of community initiatives improving health and wellness.



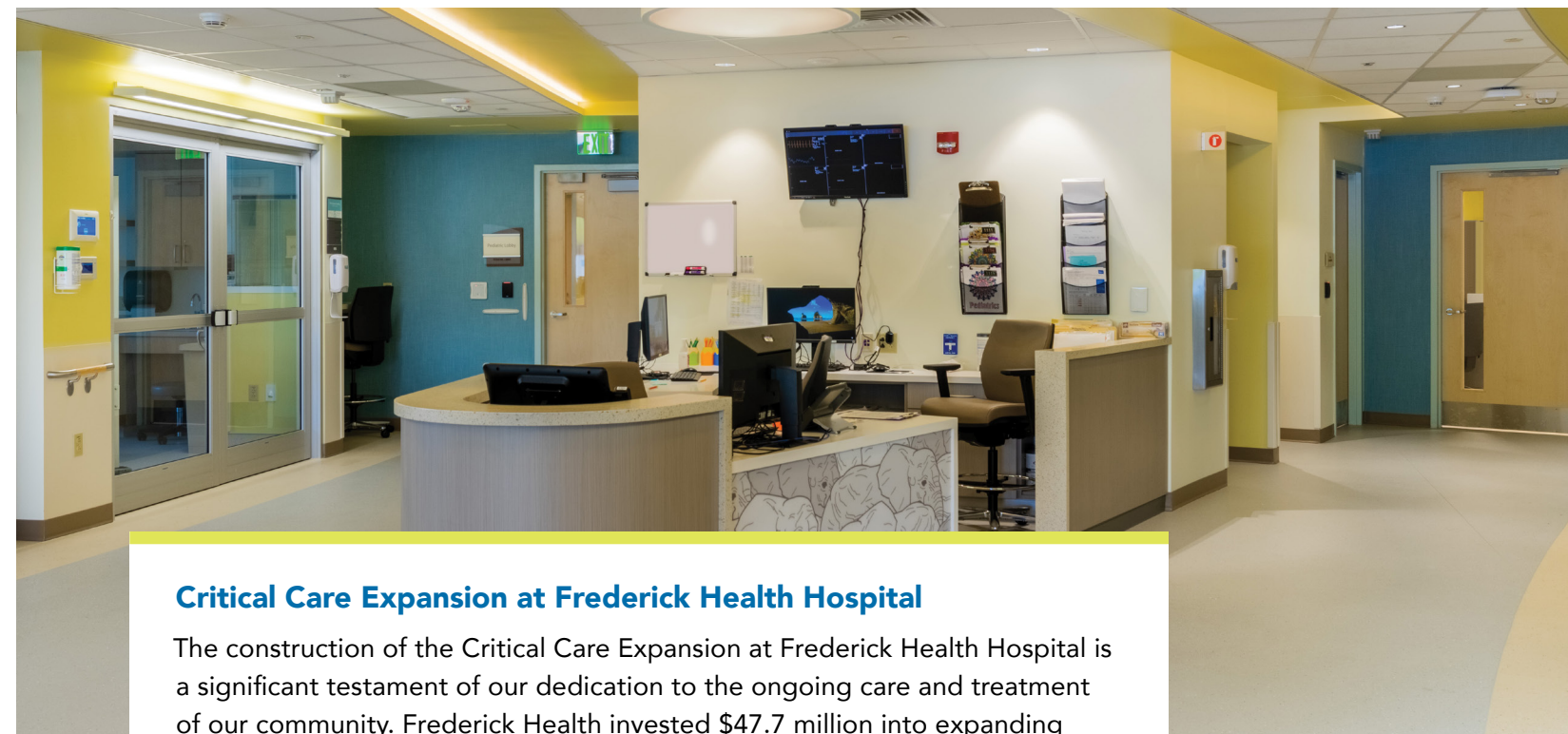
Frederick Health Emmitsburg

This brand-new healthcare facility brings award-winning care to residents of northern Frederick County as well as the students and staff at Mount St. Mary's University. The construction of this facility is an extension of our goal to bring quality care to our entire community. To learn more about this new facility, visit frederickhealth.org/locations.

Expanding Access to Care

Frederick County's population has grown by nearly 40% over the last 25 years.

To keep pace with that growth, Frederick Health has expanded significantly, adding 884 new employees to our team in the last year. Thanks to our total staff of 4,000 team members, we are able to continue providing award-winning, comprehensive healthcare services to residents all over the county and beyond.



Critical Care Expansion at Frederick Health Hospital

The construction of the Critical Care Expansion at Frederick Health Hospital is a significant testament of our dedication to the ongoing care and treatment of our community. Frederick Health invested \$47.7 million into expanding facilities, including a new Emergency Department, Pediatric Emergency Department and Pediatric Inpatient Unit, a new Intensive Care Unit (ICU), and a new Cardiac-Cath Laboratory.



Precision Medicine & Genetics at Frederick Health Village

Understanding the individual is at the center of Precision Medicine & Genetics. Thanks to advancements in genetic technology, our team of clinical experts can design personalized disease prevention and treatment plans that guide patients on the path to better health and overall wellness. Frederick Health is one of the first healthcare systems in the country to fully integrate a patient's genetic data into their electronic health record. Personalized medicine is the future of medical care. To learn more about this innovative program, visit frederickhealth.org/genetics.



Brain & Spine

In 2022, Frederick Health Medical Group added Brain & Spine surgical services to its medical specialty portfolio, providing exceptional care for a wide range of conditions impacting the central nervous system. Frederick Health is adding new providers across many specialties to expand access to care. Learn more at frederickhealth.org/MedicalGroup.

Award-Winning Care

We are honored to have served the Frederick Community for over 120 years. Our goal is to provide the highest quality of care, and we're honored to be recognized for these efforts.

Named One of Healthgrades' 100 Best Hospitals in Nation

2022 is the third year in a row that Frederick Health has ranked on the list of the 100 Best Hospitals in the Nation as recognized by Healthgrades Operating Company Inc.

We are honored to have been included in the top 2% of all hospitals nationwide that provide treatment, clinical care, and patient outcomes for the most common conditions and procedures.

MAGNET Designation



One of the top honors a hospital can achieve from the American Nurses Credentialing Center (ANCC), Magnet® designation is the gold standard of nursing excellence, positive practice environments, and high-quality patient care. Only 9% of hospitals worldwide receive Magnet® designation, and this is Frederick Health's first time receiving this outcomes-driven credential.

Accredited Laboratory Services

We are honored to have received an accreditation from the prestigious College of American Pathologists to fulfill all laboratory testing regulations of the Centers for Medicare and Medicaid Services. This accreditation was earned during the COVID-19 pandemic, making the award even more impressive.

Excellence in Stroke Care

Frederick Health is proud to have been recognized several times for its exemplary care for stroke patients, including:

- Named #1 in State of Maryland for Stroke Care by **Healthgrades America**
- Helping Frederick County become one of the First Stroke Smart County in the Nation
- **American Heart Association** and the **American Stroke Association** Gold Tier Awards.



Creating A Positive Impact Through Unique Programs

Frederick Health is proud to offer a diverse variety of programs and services that address the most pressing concerns for Frederick County and the surrounding area.

Many look to Frederick Health as a trusted source for healthcare information, but we are not alone in our efforts. We rely on the support and partnerships of local agencies, organizations, and volunteers to accomplish our mission to positively impact the well-being of every individual in our community.

In the following pages, you will learn more about the stories, personal experiences, and meaningful outcomes that have occurred over the past year.



Healing From Grief Through Shared Languages

Providing counseling and comfort to our Spanish-speaking community

As an extension of Frederick Health Hospice, the Equal Access Bereavement Program provides grief support, at no cost, to Hispanic residents and Black, Indigenous, and people of color (BIPOC) in Frederick County with the help of Spanish-speaking counselors.

The program's Bilingual Bereavement Coordinator, Laura Fernandez, says, "Because we offer services in Spanish, we can support more people and remove barriers. It's all about providing a space for people to be themselves and speak comfortably."

Since 2022, the program has offered one-on-one grief counseling, support groups, bereavement camps, and retreats for children, as well as in-school grief support. Through a partnership with Frederick County Public Schools, Laura offers short-term counseling sessions for students of all ages, from pre-kindergarten to high school.

As a former school therapist, she states, "Being able to meet kids where they are is important, especially when it comes to language. There are just so many feelings to explore, which is why it's so helpful to have someone who can listen and understand you."

Grief looks different for everyone. Therefore, it's essential to make space for people to express themselves, especially in their native language, which creates more opportunities for connection and healing.

Laura aims to ensure people know that this program is where "you are not alone; you can get help and be surrounded by love in a safe and welcoming space while going through a challenging time."

PICTURED LEFT

Bilingual Bereavement Coordinator Laura Fernandez provides Spanish grief counseling across Frederick County.

14%

of Frederick County residents speak Spanish as their primary language

2,489+

Interactions with individuals in need

28

Ongoing support groups

245+

Individual counseling sessions



Offering Comfort & Clarity For Cancer Patients

Delivering comprehensive and innovative cancer care

Navigating cancer, from diagnosis to treatment to after-care, is stressful and confusing, but Frederick Health's cancer care team offers coordinated, timely therapy within a supportive environment guided by expert navigators.

Taylor Rose is one of these navigators, and as a Physician's Assistant, she's able to provide extra support for her patients. "For me," she says, "I want patients to know they won't get a cookie-cutter experience. You can be confident that you have a team looking out for everything, and we'll be by your side to get you that support."

Navigators offer education and resources, centralize all information, facilitate appointments, and act as a liaison for each provider and patient. Patients benefit from their compassion and expertise, while providers benefit by having a partner in coordinating quality cancer care.

"The goal of the clinic is letting patients know we are going to assess and adapt to their unique needs," Taylor says. "We look

at your situation and assist with all of your needs—medical, social, financial, and emotional."

After being diagnosed with prostate cancer, Ron Lewis described his experience as being very emotional. "It's unnerving to sit in an office and be told you have cancer. You always hear about other people getting diagnosed, but you're not prepared to hear those actual words being said to you."

He was then referred to Frederick Health's multidisciplinary clinic, where he met Taylor. "From the first day I went into the clinic, everyone was extremely kind and informative," he said. "I had a bunch of questions and no knowledge of cancer. Taylor helped explain everything every step of the way."

At the multidisciplinary clinic, Ron met with each member of his treatment team, including his surgeon and oncologist, during a single visit. This approach helps streamline and simplify treatment because it allows patients to explore every option and choose the best treatment plan with their providers' help.

"I had many options for treatment, which made it stressful at first. I was surprised to learn there were so many options. But my providers helped me narrow down to what was best for me, and after talking with my wife, we went with the surgery. We came to the same conclusion: if you don't have a prostate, you can't have prostate cancer."

Ron has successfully undergone treatment and is now cancer free. He is being seen periodically to monitor his progress and healing, checking in with Taylor during this surveillance period to make sure he is comfortable and capable as he reevaluates going back to work.

Describing his overall experience, Ron says, "Taylor was able to help communicate what I needed during surgery and after, and she kept me in high spirits. The whole team was awesome throughout this whole process."

PICTURED RIGHT

Multidisciplinary clinic patient Ron Lewis enjoys an afternoon of fishing in Baker Park.



"Taylor was able to help communicate what I needed during surgery and after, and she kept me in high spirits. The whole team was awesome throughout this whole process."

RON LEWIS

460

Patients seen across all multidisciplinary clinics in 2022

96

Prostate cancer patients served at the clinic

78

Colorectal cancer patients served at the clinic

286

Breast cancer patients served at the clinic

84

Patients received care through virtual services

19

Diabetes prevention program cohorts offered in 2022

213

Participants in 2022 cohorts

1 Year

Length of diabetes prevention program

70%

of program graduates met their personal goals



PICTURED ABOVE

YourLifeStyle coach Laura Defeo shops with program participant Chris Atwell at Common Market on 7th St.



Taking Small Steps to Make Big Changes

Addressing prediabetes in Frederick County through habit-forming strategies

Frederick Health's YourLifeStyle program is a partnership with the Centers for Disease Control's (CDC) Diabetes Prevention Program (DPP). Its goal is to help Frederick County's prediabetic residents make healthy lifestyle changes.

This program, held in-person and online, is an evidence-based curriculum that can help cut a participant's risk of developing type 2 diabetes by 58% (71% for people over 60 years old).

One of the Frederick Health coaches, Laura Defeo, led a cohort from January 2022 to January 2023. "I was excited to apply my coaching skills to such an important health issue," she says. "In the first six months, our weekly lessons cover food, exercise, and habit building." Participants also have periodic check-ins for their weight and practice tracking their food and exercise activity in order to have quantifiable data to track their progress.

The key to this program is its structure: the year-long curriculum helps support lasting changes and habit formation

for participants. Laura says, "There's a learning curve between knowing what you need to do and implementing it. It takes time to learn which habits work best for you, and then you need to practice those habits."

Chris Atwell, a 2022 participant, said his year in the program was motivation to finally address his health issues. "I was looking for some new strategies," he says. "I had been diagnosed with prediabetes by my provider about 30 years ago, but never quite got around to doing something about it." Chris found that the support from his coach Laura was essential. "We even swapped recipes and ideas throughout the program. It's always good to have a little extra supervision no matter how old you are."

During the first six months, Chris lost 6% of his initial body weight, and he completed the program, maintaining that loss with a healthy body mass index. Chris found the program's steps led to different health priorities in a good way. "I'm now more motivated and personally

invested in my health; I've already made an appointment to finally go to the cardiologist."

Sharon Angeletti also found the program to be a valuable accountability tool for making lasting healthy changes. "When it came to weight loss and getting healthier, I always thought, 'I don't need anybody; I can do it myself,' she says. "But if you find yourself stuck, just try, and see if something new works for you. Everybody is different and needs a different approach."

Within six months of the program, Sharon was able to learn which habits worked best for her lifestyle and health, and she obtained an HbA1C reading that put her blood sugar levels in the normal range. When she completed the program, she had a total weight loss of 12.5% of her initial body weight, which placed her in the healthy body-mass index range as well. As she ages, her priorities include maintaining mobility so she can continue to serve others in the assisted living facility where she works. "I never thought I'd do something like this, and I'm glad I did."



Keeping Frederick Healthy through Community Partnerships

Collaboration is the key to creating meaningful change

As Frederick County grows, so does the community's healthcare needs. To best serve the entire population, Frederick Health uses a teamwork approach to identify and address areas of need through a network of diverse community partnerships.

Sara Littleton is the Director of Community Health with Frederick Health. She oversees many of the partnerships that help Frederick Health provide specific, individualized, and time-sensitive care. "The power of our Frederick community lies in the shared understanding that we all have a part to play, but we can't do it alone," she says. "Our partners bring commitment and passion as well as different perspectives on what the community needs."

Collaboration between different organizations helps to increase opportunities for residents to gain access to healthcare services, social services, and financial support.

Looking to the future, Sara would love to see their current partnerships grow and flourish,

along with new local agencies and organizations joining the cause.

Community Health Workers

Frederick Health offers a certificate-based training program for building a network of trained professionals from within our community. Known as Community Health Workers, these individuals act as liaisons between the healthcare system and the community. The power of this partnership comes from the diversity of team members who can connect with people on a more personal level. This approach helps cross cultural boundaries, reach under-served populations or populations that have faced healthcare access issues and quickens response times for health needs.

Local Health Improvement Plan Workgroups

Part of the Frederick County Health Care Coalition, these groups address the health priorities for Frederick that are determined by the Community Health Needs Assessment results.

These workgroups create an action plan and then implement specific activities to accomplish the short and long-term goals for each priority. Currently, the workgroups are tasked with addressing Adverse Childhood Experiences (ACEs), mental health, and type 2 diabetes.

Annual Frederick Community Health Fair with Asian American Center of Frederick

The annual health and wellness fair provides health screenings, services, referrals, and follow-ups for the community. This event is a valuable resource for uninsured or underinsured residents, and those who experience obstacles accessing care. Offering these services at no-cost in a welcoming and inviting environment makes it easier for people that may be facing challenges to ask for help and get the assistance they need.



"Our partners bring commitment and passion as well as different perspectives on what the community needs."

SARA LITTLETON,
DIRECTOR OF COMMUNITY HEALTH

Love for Lochlin Vaccine Clinics

This local non-profit was founded to raise awareness about preventative measures for communicable diseases and provide access to services, which made them the ideal partner for distributing COVID-19 vaccines. Together, Frederick Health and Love for Lochlin held vaccine clinics for both COVID-19 and the flu. Through these clinics, other resources like food, clothes, pre-diabetes screenings, and more were provided as a holistic wellness initiative to members of the community.

PICTURED ABOVE

Sara Littleton plans community health services with Elizabeth Chung, Executive Director of AACF.

40

Different community partners in 2022

91

Community events attended

"I enjoy watching people get better, just like I saw myself get in better health thanks to the classes I've taken."

FELICIA CAMPBELL



23

Programs taught in 2022 cohort

131

Graduates completed the Bridges Program since 2015

PICTURED ABOVE

Bridges Graduate and Lay Health Educator Felicia Campbell enjoys helping her community with health education.



Building Valuable Bridges With Volunteer Teachers

Creating a healthier community through personal connections

The Bridges Lay Health Education Program was created in 2015 to foster a strong, healthy community through strategic partnerships. Janet Harding, Director of Cultural Awareness with Frederick Health, and a community volunteer for over thirty-five years, was the one to first propose the initiative to Frederick Health. "I had learned about the Healthy Community Partnerships Program at Johns Hopkins Bayview Medical Center and thought it sounded like something Frederick could use."

Bridges is a community outreach program that builds partnerships between the Frederick County medical, religious, and neighborhood communities. These partnerships provide timely, easy-to-understand health education materials and tools to help residents improve their health and wellness.

To accomplish this mission, volunteers known as Lay Health Educators (LHEs) act as the "bridge" between Frederick Health and Frederick County residents. Many of these educators are already

teachers, instructors or have a leadership role in their respective communities. They receive training in a no-cost, 10-week, 30-hour course that takes complicated medical information, breaks it down into easily digestible bites, and allows them to educate their congregations, neighborhoods, and other community groups.

Thanks to their training, Lay Health Educators can address the complexities of the healthcare system, provide pertinent information on time, and can help guide the people around them. "Our LHEs are also able to educate Frederick Health on specific needs that arise," Janet says. "The perspectives and personal connections they have helped inform us about the needs of different population groups, such as rural, marginalized, or under-served groups." These educators are a valuable resource for raising awareness and providing assistance during emerging health issues, like distributing COVID-19 vaccines.

Felicia Campbell is one of these passionate educators. "What

started as something I could do for my church, I now do for the community," she says. "By taking the classes through Bridges, the new information I learned was phenomenal, and connecting with different people who specialize in various areas of health helped."

After graduating, Lay Health Educators often stay connected with each other and continue to network by sharing experiences, participating in more classes, and collaborating on projects. Many participate in health fairs, educational seminars, joint projects, and focus groups. "We hope that some of them will be inspired to go on and accept other roles in the community," says Janet.

Felicia says that her favorite part of being a Lay Health Educator is meeting such a large variety of people. "I just find myself excited to talk with anyone who will listen! I love sharing the knowledge that I have, whether it's at my church, with my sorority groups, or in the classes I teach for the community."



Frederick Health

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