

Community

IMPACT REPORT

JULY 1, 2020–JUNE 30, 2021





Community Impact Report

Stories of Frederick Health and community partners coming together to fulfill our community's healthcare needs.

At Frederick Health, our mission is to positively impact the well-being of every individual in our community.

To stay true to this mission, our efforts reach far beyond the front doors of our buildings and include partnerships with many community organizations. In this report, you'll learn about some of our joint efforts that drive long-term change and how Frederick Health has evolved over the last year to continue meeting the healthcare needs of our community and promoting wellness in all aspects.



As a non-profit, Frederick Health is proud to have contributed over

\$25,000,000

**IN FY21 TO IMPROVING THE HEALTH OF THE
FREDERICK COMMUNITY**

through mission-driven services, donations, community health services, financial assistance, and more.

Total Community Benefit FY21

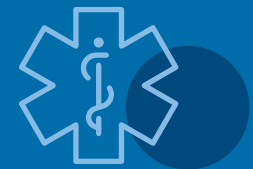
\$25,190,728

BY THE Numbers

MISSION-DRIVEN SERVICES (SUBSIDIZED HEALTH SERVICES)

\$15,211,842

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



FINANCIAL ASSISTANCE

\$5,525,800

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

AREAS OF CONTRIBUTION

July 2020–June 2021



COMMUNITY HEALTH SERVICES

\$3,962,645

We help to increase access and quality of 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.

CLINICAL RESEARCH

\$322,155

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.



CASH & IN-KIND DONATIONS

\$128,675

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

COMMUNITY BENEFIT OPERATIONS

\$27,108

The cost to conduct and coordinate community benefit activities.

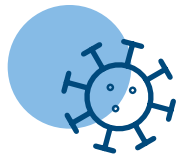
HEALTH PROFESSIONAL EDUCATION

\$12,503

By serving as a site for hands-on clinical education to students from area colleges and universities, Frederick Health supports the next generation of healthcare professionals.

To view the full report, visit HSCRC.Maryland.gov/Pages/init_cb.aspx

Source: Maryland Health Services Cost Review Commission FY 21 Community Benefit Report



Frederick County Fights COVID-19

2021 saw significant progress in the fight against COVID-19 with our community stepping up in a variety of ways.

As our global community experienced another year of the ongoing COVID-19 pandemic, Frederick Health continued to impact our community for the better. With the life-saving COVID-19 vaccine becoming more readily available, Frederick Health and our community partners—

including the Frederick County Health Department, the Asian American Center of Frederick (AACF), Frederick County Housing and Human Services, The Love for Lochlin Foundation, and the Spanish Speaking Community of Maryland Inc—worked to improve access for as many Frederick County residents as possible.

These efforts included several successful initiatives, but were capped by the extremely popular Mobile Vaccine Clinic. The Mobile Clinic made its debut in September 2021



PICTURED ABOVE
A Frederick County resident leaves the Mobile Vaccine Clinic after receiving his first dose.

at Frederick's annual "In The Streets" festival, bringing the vaccine directly to residents. So far, thousands of Frederick County residents have received their vaccine from the Mobile Clinic.

At the core of these efforts was our mission to positively impact the well-being of every individual in our community.



PICTURED ABOVE
Members of the Frederick Health Mobile Vaccine Clinic team at In The Streets.

2,200+
COVID-19 PATIENTS
SUCCESSFULLY TREATED & DISCHARGED

220,000+
COVID-19 TESTS ADMINISTERED*

*(As of 12/10/21)

Community Impact Through Community Support

Many people look to Frederick Health as a trusted source for healthcare information on managing personal and family health—and this year has been no exception.

"Frederick Health is a trusted source of information, care, and comfort within our community. While the COVID-19 pandemic has tested our resolve, we are committed to getting through this crisis together. With our community-focused initiatives, like the Mobile Vaccine Clinic, the Frederick Health Village Testing Tent, and our ongoing COVID-19 outreach, Frederick Health continues to positively impact the well-being of every individual in our community."

THOMAS A. KLEINHANZL, PRESIDENT & CEO, FREDERICK HEALTH

Thank You



In FY21, the work of the Frederick Health Auxiliary greatly benefited the Frederick community. These volunteers dedicated thousands of hours of tireless work on behalf of their friends, family, and neighbors, and their contributions ranged widely. From the fight against COVID-19 to making sure that visitors are greeted with a smile, the Frederick Health Auxiliary is an integral part of the team.



PICTURED ABOVE
Nancy Davis, a member of the Frederick Health Auxiliary

342
VOLUNTEERS

36,101
HOURS DONATED

2,109
HOURS SERVED
OR DONATED
AT THE COVID-19
CALL CENTER





PICTURED RIGHT
Vaccine Clinic volunteer
Dr. Carmen Hernandez
administers a patient's
booster shot.

Protecting Frederick: COVID-19 Vaccine Clinics

Since vaccines first became available to the public, Frederick Health staff and volunteers have worked hard to distribute them.

One of those volunteers includes Dr. Carmen Hernandez, a recently retired gastroenterologist who worked at Frederick Health for more than 34 years.

Dr. Hernandez retired a few months after the pandemic began, but knew her help was still needed during this extremely difficult time for healthcare workers and the community. She offered her support, starting with assisting the Auxiliary in making personal protective equipment (PPE), like gowns, masks, and visors. As vaccines became available, Dr. Hernandez's experience made her qualified to administer them, so she transferred to helping out in the clinic.

"Each week, the processes improved, and we were able to give more vaccines to more people," said Dr. Hernandez.

"The team who organized the clinic did an incredible job helping patients to safely register and get their shot."

The clinic was originally located at Frederick Health Crestwood and served patients 65 and older. As eligibility expanded, the clinic was moved to its larger location at Frederick Health Village to accommodate the significant demand and to continue following social distancing guidelines.

Staff and volunteers did everything possible to ensure that not a single vaccine

went to waste. If a patient missed an appointment, the team was quick to fill the vacancy and offered extras to anyone who wanted one, regardless of eligibility.

"If we couldn't find someone, we were going to go out to the street and start asking people," added Dr. Hernandez. "There was a day where I called people from my church who had been eagerly waiting for a vaccine."

To date, Frederick Health Frederick Health has vaccinated nearly 90,000 people, thanks to passionate staff and volunteers like Dr. Hernandez who were willing to give their time and effort.

"Frederick Health made a huge impact on the health of the community. They are primarily concerned about their patients and making sure they have access to the preventative care they need. They were able to reach tens of thousands of patients quickly and efficiently."

CARMEN HERNANDEZ, M.D.



90,000
**VACCINE AND
BOOSTER DOSES GIVEN**
(As of 12/10/21)



Keeping Frederick Families Healthy

Healthy eating is an important part of your well-being.

It can lower your risk of disease, support your immune system, strengthen bones and muscles, and more. However, not everyone has access to the healthy foods required to be well and stay well.

Frederick Health makes it easy to access healthy, affordable food by working with LiveWell Frederick, a partnership organization, and the SHARE Food Network, a non-profit,

community-based organization, to offer nutritious groceries at a significant discount. The network purchases groceries at bulk prices and passes those savings onto community members. As a partner, Frederick Health works with LiveWell Frederick to distribute menus, collect orders, and organize pick-ups.

“Anyone can benefit from the SHARE Food Network,” says Diane Tomasky RN, BBA, CCP, Disease Management RN. “There’s no application, documentation, or qualification anyone needs to meet to make a purchase.”

Each order includes four to six pounds of beef, pork, chicken, or fish and eight to ten pounds of fresh fruits and vegetables— for about 50% less than grocery store prices. When orders are

SHARE FOOD NETWORK

ready, residents can pick it up at Frederick Health Village.

“It’s a great opportunity to get good and wholesome meals at an excellent price,” says Ken Stely, a Frederick Health employee who works in printing and mailing.

Ken has been an employee of Frederick Health for more than 11 years, and he and his wife benefit from the convenience of the SHARE Network.

“It helps older people who maybe can’t make it to the grocery store, as well as people who can’t spend a lot of money on groceries.”

KEN STELY

For more information about the SHARE Food Network and how you could benefit from it, visit: [LiveWellFrederick.com/SHARE](https://www.livewellfrederick.com/SHARE)

300+
VOLUNTEER
HOURS

6,608
POUNDS OF
FOOD DELIVERED

IN 2021, SHARE FOOD NETWORK MEMBERS SAVED A TOTAL OF

\$11,000

PICTURED Frederick Health employee Ken Stely picks up his SHARE Food Network order.



PICTURED Rodney and Matt work in the auto repair department at Shockley Honda.

Keeping Frederick’s Workforce Healthy

For Frederick County business owners, there’s nothing more important than having happy and healthy employees.

Frederick Health Employer Solutions, part of the Frederick Health network, knows this better than anyone.

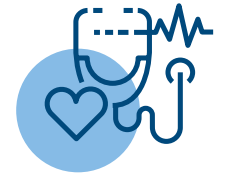
“We do everything from flu vaccines and physicals to injury care,” said Lisa Degitz, Operations Manager of Frederick Health Employer Solutions. “Our mission is to help employees stay healthy and get back to work after a work-related injury for the good of the employee and the employer.”

When the COVID-19 pandemic began to affect the Frederick

business community, Employer Solutions stepped up to help employers and employees alike during this difficult time. They provided a number of on-site services including daily temperature checks, as well as phone consultations, COVID testing, antibody testing, and a number of helpful resources created by medical professionals to educate employers and employees.

“The services provided by Employer Solutions during the COVID-19 pandemic changed everything for us,” said Marisa Shockley, Vice President of Shockley Honda. “Before, we were missing large portions of our staff all at once while they waited for test results, but with Employer Solutions, everyone was able to be quickly tested and return to work safely.”

FREDERICK HEALTH EMPLOYER SOLUTIONS



100+
BUSINESSES
SERVED

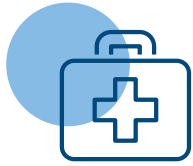
EMPLOYER SOLUTIONS ADMINISTERED OVER

6,000
COVID-19 TESTS
FOR EMPLOYERS

Employer Solutions also collaborates with the Frederick County Health Department to take a proactive approach in minimizing the spread of COVID-19. Organizations that interact with their customers on a daily basis have the potential to create a ripple effect over Frederick County and beyond.

“We were given the tools to make important decisions that would keep people safe. As a public facing business, it’s also our responsibility to keep our customers and our community safe.”

MARISA SHOCKLEY



Supporting Frederick's Care Facilities

It was clear from the beginning of the COVID-19 pandemic that elderly people were among the most vulnerable to the virus, and that they and their caretakers would need additional support.

As Frederick County's primary healthcare system, Frederick Health developed a Supportive & Geriatric Care Team and, using their collective talents, secured a grant to assist the county's long-term care facilities.

This grant allowed the team to work closely with more than a dozen local facilities to provide personal protective equipment (PPE), offer telehealth services and medical assistance, and educate staff on infection reduction, N-95 mask fit testing, and more.

"Nursing home staff could call one of our nurse practitioners anytime," said Lisa Bromfield, Resource Nurse Liaison with the Supportive & Geriatric Care Team. "We could help them determine whether

a hospital transfer was necessary, give medical advice, and send over nurses for consultations."

In addition, Frederick Health worked with The Maryland Patient Safety Center on their Clean Collaborative effort to ensure participating facilities were able to meet increased cleaning standards. This program helps hospitals and care facilities by measuring and tracking cells on high-touch surfaces, including viruses and bacteria, to reduce the occurrences of illness.

"It's been a wonderful experience," said Carol Ditman, Director of Nursing at Country Meadows Retirement Community. "We were able to get the support we needed, when we needed it most."

PICTURED RIGHT
Delegating Registered Nurse Pam Crockett provides care to residents at Country Meadows Retirement Community.

Participating care facilities were able to avoid 83 hospital transfers and 29 hospital admissions during the height of the pandemic (March 23, 2020 to June 30, 2020) for a total hospital avoidance rate of 54%. Frederick Health also collaborated with facilities on more than 150 resident care concerns to determine the best plan of action.

"We are extremely grateful for this partnership," said Pam Crockett, Delegating Registered Nurse at Country Meadows. "Throughout COVID, they have been able to offer 24/7 guidance to help us meet the needs of our residents. Best of all, they share our values of person-centered care."

"They didn't just give us a list of things to do—they showed us how to improve our patients' quality of life."

CAROL DITMAN



19
CARE FACILITIES
*participated in
the program*

680
RESIDENTIAL
CONCERNS
were addressed

54%
TOTAL HOSPITAL
AVOIDANCE RATE

83 NURSING HOME PATIENTS
avoided hospital transfer

29 NURSING HOME PATIENTS
avoided hospital admission



PICTURED BELOW
Smoking cessation program participant Stephanie Phillips enjoys a walk in Baker Park.



Finding Freedom from Smoking: Helping Frederick Live Longer, Happier, and Healthier Lives

Until 2021, Stephanie Phillips had been a smoker for more than 30 years.

She tried to break the harmful habit a handful of times, but the battle to quit was too tough to go through alone. Following her 50th birthday, she decided to get serious about her health and that included quitting smoking for good. That's when she learned about Finding Freedom from Smoking, a free smoking cessation program offered by Frederick Health.

This eight-week program is designed to help smokers quit by providing them the tools, resources, support, and accountability needed to succeed—and at no cost.

“My health has improved, and I don't cough anymore,” says Stephanie. “I'm also a caregiver for my grandmother, and it's great to not need to stop

to smoke when I'm helping her. I was also able to take a trip to Hawaii and not worry about where to get cigarettes or find places where I could smoke.”

According to the Centers for Disease Control (CDC), smoking is a leading cause of preventable disease, disability, and death. More than 16 million Americans are living with a disease caused by smoking, including cancer, heart disease, stroke, lung disease, and COPD. Smoking can harm nearly every organ in your body, and on average, non-smokers tend to live 10 years longer.

“My advice is that if you're looking to quit, make sure you have your support system in place first. I started the program before the day I quit, and they

were able to give me the tools and support I needed to start off on the right foot. Let your doctor know that you are committed to quitting and get your friends and family on your side, too. When I hit my quit date, it wasn't as hard as I had expected it to be.”

Led by healthcare professionals, the Finding Freedom from Smoking program covers topics including:

- Three-link chain of addiction—physical, mental, and social
- Individual smoking patterns and habits
- Coping with triggers and urges
- Stress management
- Relapse prevention

“To be successful, you have to do it for yourself. Now, there are more days than not that I don't think about smoking at all.”

STEPHANIE PHILLIPS

For more information, or to register for this free program, visit frederickhealth.org/quithelp

60%
OF PEOPLE WHO PARTICIPATE IN ORGANIZED SMOKING CESSATION PROGRAMS
DO NOT GO BACK TO SMOKING

QUITTING SMOKING CAN ADD AS MUCH AS
10 Years
TO LIFE EXPECTANCY

OVER TIME, QUITTING REDUCES THE RISK OF
12
DIFFERENT CANCERS



Frederick Health

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FrederickHealth.org

