

# COMMUNITY BENEFIT REPORT

## One way the hospital has taken root in the community is through its outreach efforts.

Through the years, these programs and services have helped many of our family, friends and neighbors prevent disease, receive the quality care they deserve and offer support in times of need. We are pleased to highlight just a few of these special efforts in our 2008 Community Benefit Report.

### Charity Care

Financial Assistance, Uncompensated Care . . . . . \$ 4,386,621

### Mission Driven Health Services

Physician Support Activities . . . . . \$ 6,613,503

Medical Library . . . . . \$ 185,973

Hospice . . . . . \$ 118,721

Access Carroll Free Clinic for the Uninsured . . . . . \$ 108,245

### Community Health Services

Education, Screenings Support Groups . . . . . \$ 872,449

### Community Building Activities

The Partnership for a Healthier Carroll County, Inc.

The Women's Place and Health Access

Call Center . . . . . \$ 857,844

### Education—Health Professionals

Nurses, Physicians, Other . . . . . \$ 399,923

### Community Contributions

Cash and In-Kind . . . . . \$ 237,159

Community Benefit Operations . . . . . \$ 369,144

**TOTAL Community Benefit . . . . . \$ 14,149,581**

# Growing FOR YOUR WELL-BEING



*Deanie Styons, donor and coordinator of Health Access*

## Good Health is Just a Phone Call Away

Preventive care and prompt treatment are two of the best ways to grow healthier communities. Health Access, Carroll Hospital Center's physician and service referral line, assists on both fronts—helping community members make appointments with appropriate specialists, schedule screenings, register for classes and much more. One call to 410-871-7000 puts people in touch with hundreds of health care resources.

In fiscal year 2008 alone, Health Access staff members fielded well over 10,000 calls. Of those, more than 4,500 people called to register for classes and screenings, while close to 750 needed a physician referral.

*"People have become familiar with our service and they know they can count on us."*

"We are the community's best connection to the hospital," says Deanie Styons, the coordinator for Health Access since 1997. "Every single call is different. Some people need to get a phone number, many are looking for a doctor or specialist and others want information about the educational and preventive resources we offer—from diabetes management consultations and babysitting classes, to support groups and skin cancer screenings. Whatever the need, we always try to help."

Over the years, Styons has seen the demand for Health Access blossom with the addition of new clinical programs and complementary health services such as acupuncture and reflexology. Other things always seem to remain the same, like the excitement of new moms who call in to register for childbirth classes.

"I love my job and find the work very fulfilling," she says. "People have become familiar with our service and they know they can count on us."



## Growing FOR A HEALTHY START

### The Best Care for Moms & Babies

All babies deserve the best possible start in life. But for some women, receiving proper prenatal care can be a challenge. That's why Carroll Hospital Center, in conjunction with the Carroll County Health Department and Partnership for a Healthier Carroll County, created the *Best Beginnings* Program in August 2007.

The program provides high-quality prenatal, labor and delivery, and in-hospital newborn care at an affordable cost

to expecting moms who may not otherwise receive it. The health department also works with these women to put them in touch with the other resources they need to raise a happy, healthy baby.

Many eligible participants are students and migrant workers who have come to America from another country without eligibility for health insurance. Most cannot afford proper care and, in many cases, come from countries where prenatal care is not routine.

*"Through this program, we are now able to provide much-needed care to this underserved population."*

"Through our needs assessment, we identified access to care as one of our primary areas of focus," says Tricia Supik, executive director and CEO for the Partnership for a Healthier Carroll County. "Through this program, we are now able to provide much-needed care to this underserved population. Our goal is to have prenatal care begin within the first trimester so risks are being managed and the women are practicing lifestyle behaviors that promote good health."

Thanks to *Best Beginnings*, these women and their babies now receive the same outstanding level of care that any expecting mother would receive at Carroll Hospital Center. "We are so proud of and thankful for the participating financial assistance staff, physician referral staff and obstetricians who have been so generous with their time, talent and resources," Supik says. "This great program would not be possible without them."



# Growing

TO LEND A **HELPING HAND**

## Providing a S.A.F.E. Haven

Sexual assault is one of the fastest-growing crimes in the United States, with an incident occurring every two minutes. Most of the victims are women, and approximately 100,000 are children.

To help those who have experienced this physically and psychologically damaging crime, Carroll Hospital Center offers the Sexual Assault Forensic Examiner (S.A.F.E.) Program. Victims are brought to the hospital's emergency room, where they are evaluated and treated by a forensic nurse examiner specially trained to collect evidence, provide medical care and offer emotional support.

Since the program's inception in 1999, S.A.F.E. has served more than 250 patients. The service is available 24 hours a day, seven days a week, with nine nurses on call on a rotating schedule to provide prompt assistance. These nurse examiners ensure that all evidence is objectively collected, documented and represented in court.

*"Victims of sexual assault require more than just good medical care. Proper emotional support as well as potential evidence collection are vital."*

"Victims of sexual assault require more than just good medical care. Proper emotional support as well as potential evidence collection are vital," says Timothy Hsu, M.D., chief of emergency medicine. "The S.A.F.E. Program ensures that there are specially trained nurses readily available to collect forensic evidence and provide comprehensive care to alleged victims of sexual assault."

*Timothy Hsu, M.D., Founders Circle member and chief of emergency medicine.*

To support the program, Carroll Hospital Center recently received a \$30,000 pledge from Emergency Medicine Associates (EMA), the professional group that provides physician staffing in the hospital's emergency department. Funds will go toward training forensic nurse examiners, as well as other community service initiatives, such as domestic violence awareness and education.

"S.A.F.E. provides a great service to the community, and EMA is proud to support its operation," Dr. Hsu explains. "We have a very strong program in place, and we want to keep it that way."

