

Prince George's County Council

Board of Health Meeting

October 11, 2022





Today's Speaker



T. Archinard, MD, MBA, FACEP
Senior Vice President and Chief Medical Officer
University of Maryland Capital Region Health



| Today's Discussion

UM Capital Region Health Update

- Challenges & Progress
- Organization Culture
- Partnerships
- Development/Expansion Projects
- Enhanced Services





Award Winning Care & Clinical Excellence

UM Capital Region Medical Center

- Consistently ranked in the top 10 percent of hospitals nationwide for excellence in cardiac surgery.
- The only Level II Trauma center in the county, and the second busiest in Maryland with an outstanding survival rate.
- The only designated Sexual Assault Center in Prince George's County and a statewide leader in comprehensive domestic violence and sexual assault intervention.
- Certified and designated as a Primary Stroke Center by The Joint Commission and by the Maryland Institute for Emergency Medical Services Systems.

UM Bowie Health Center

- Recognized by HCAHPS for ranking in the top 10 percent nationally for patient satisfaction.

UM Laurel Medical Center's Wound Care and Hyperbaric Medicine Center

Center of Distinction for Wound Care Center six years straight.

Has a 94 percent healing rate.



The Joint Commission



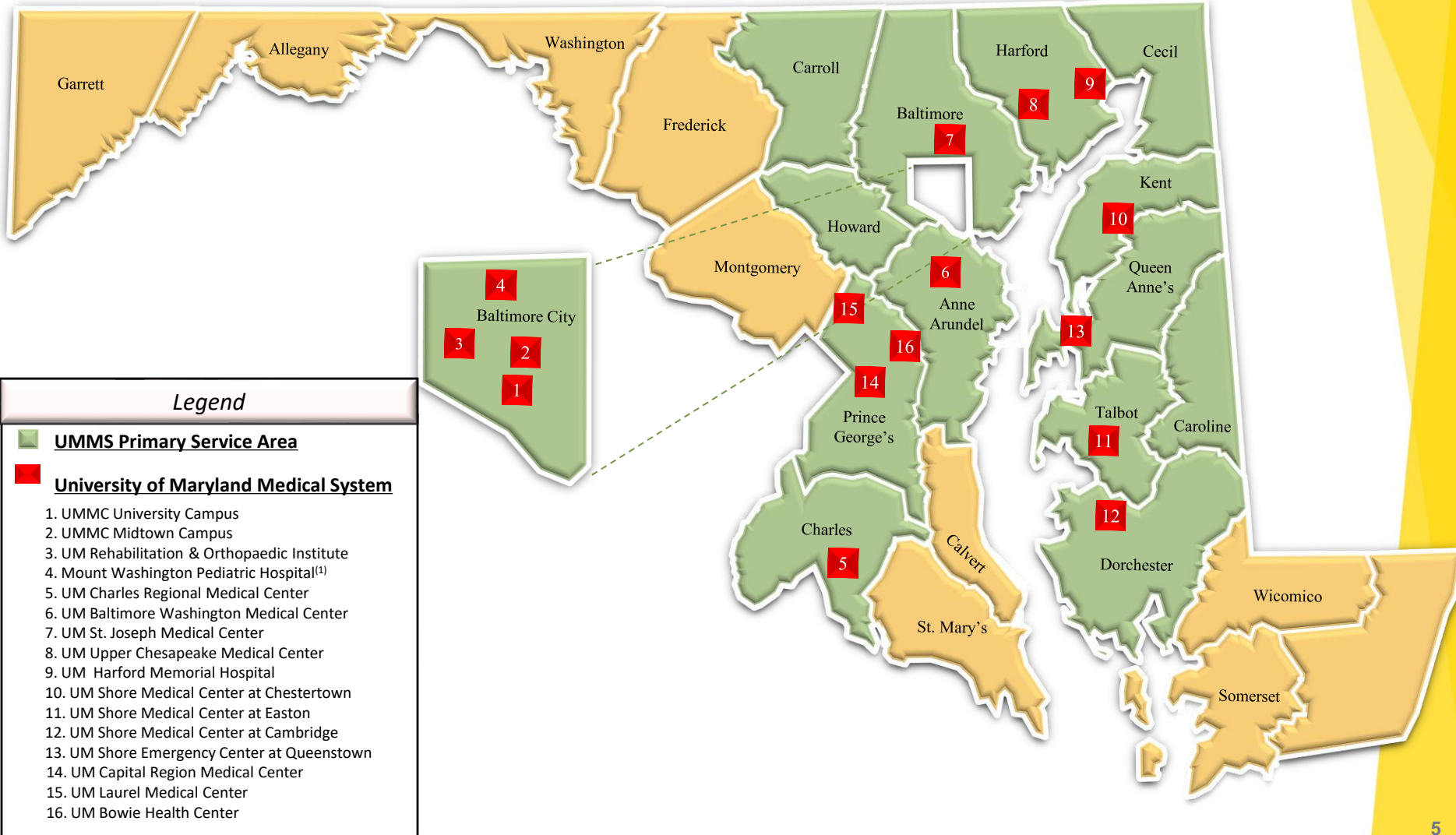
American Heart Association
American Stroke Association

CERTIFICATION
Meets standards for
Primary Stroke Center



UMMS' Geographic Reach

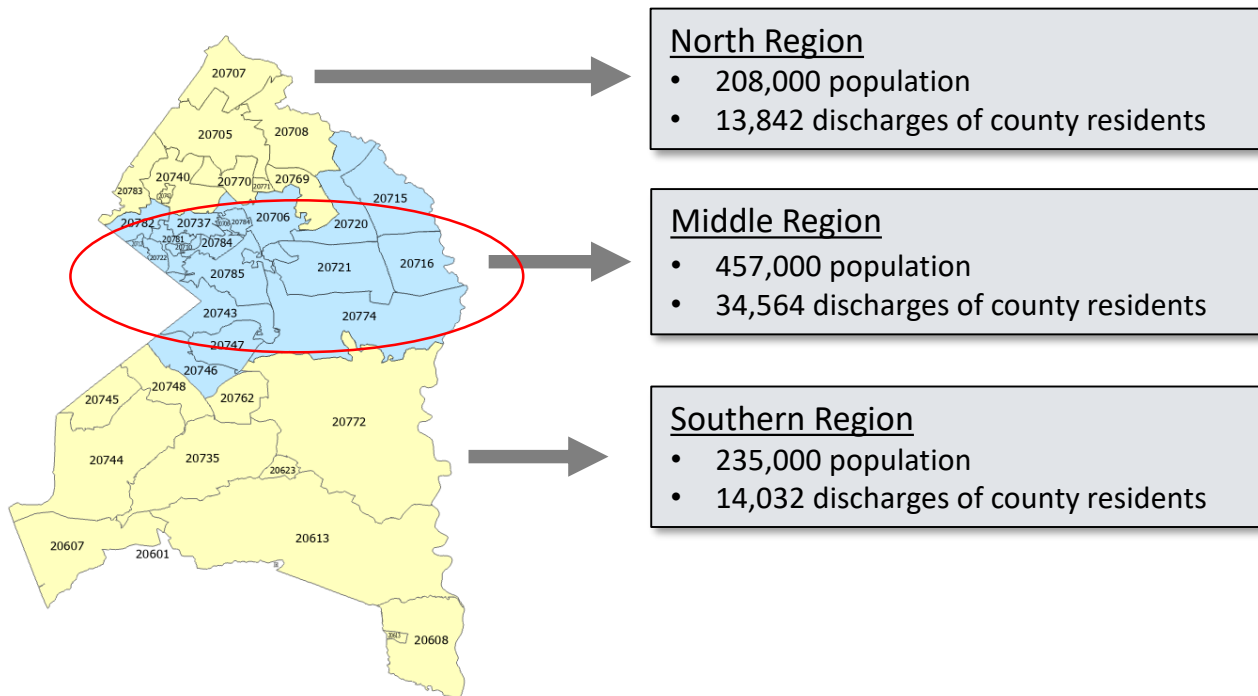
Successful regional health systems pursue geographic reach, market share growth and scale sufficient to be indispensable to patients and purchasers.





UM Capital Target Regions – Demographics

Approximately 900,000 people currently reside in Prince George's County with a majority of health care discharges originating from the Middle Region.





Distribution of key service lines across the County

Laurel

- Orthopaedics*
- HVI*
- Cancer/Oncology
- Primary Care
- Outpatient Behavioral Health

New Carrollton *opened 9/12*

- Family Medicine (GME)

Suitland

- Primary Care
- Women's Health

National Harbor

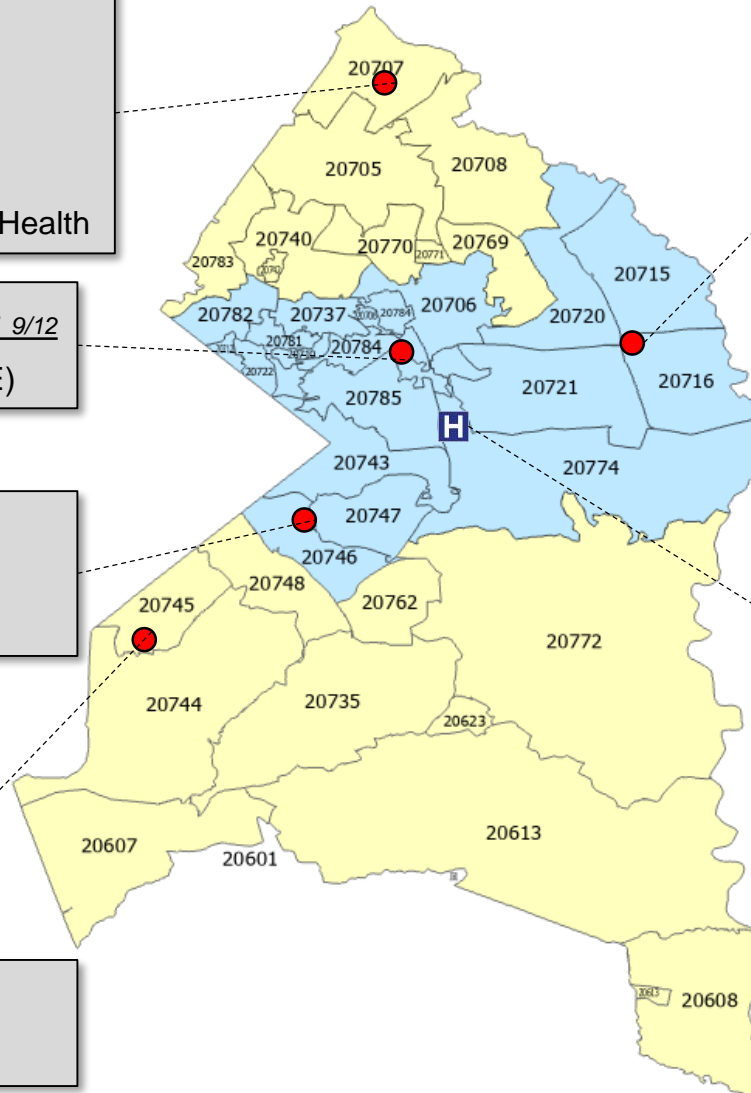
- Women's Health

Bowie

- HVI
- Primary Care
- Women's Health
- Cancer/Oncology

Largo

- Orthopaedics
- HVI
- Neurosciences
- Primary Care
- Women's Health
- Cancer/Oncology
- Trauma
- Critical Care
- Behavioral Health



Organizational Challenges



The 15 States with the Longest ER Wait Time (as of 3/21)

Maryland. 228 minutes (note, DC and Puerto Rico were worse)

Delaware. 195 minutes

Massachusetts. 189 minutes

Rhode Island. 185 minutes

New York. 184 minutes

Arizona. 176 minutes

New Jersey. 173 minutes

Connecticut. 166 minutes

California. 164 minutes

Illinois. 157 minutes

North Carolina. 157 minutes

Oregon. 157 minutes

Pennsylvania. 157 minutes

Florida. 155 minutes

New Hampshire. 154 minutes

UM Capital Region Health Last 30 Days Emergency Room KPIs (as of 10/7/2022)				
	Median Arrival to Triage Start (minutes)	Median Arrival to Provider (minutes)	Median Arrival to Depart for Patients Discharged from the ED (hours/minutes)	
Bowie	13	57	3.4	202
Laurel	16	52	4.3	255
Largo	23	68	5.8	350
All UM Capital ERs	17	54	4.4	264

Source: UM Cap Region Internal Data



Why are Maryland Hospital Wait Times So Long?

From Feb. 2022 Baltimore (WMAR) Interview with Bob Atlas, Maryland Hospital Association President

It's concerning and frankly, it's been going on for a while"

"Largely around the **behavioral health crisis** that we are having, both psychiatric and substance abuse disorders. We also have **a lot of adolescents in need**. We have **very limited resources for behavioral care for youth and adolescents**"

He believes **Maryland doesn't have enough primary care and behavioral health services** so people who couldn't be cared for in those settings end up at the emergency room.

Hospitals are **working with social workers and other avenues** to not just admit those patients, but find ways to send them home.

"It's very often the case that people **need some kind of personal care or social support, not necessarily health care**, to be able to go home,"

<https://www.wmar2news.com/news/local-news/maryland-has-longest-hospital-wait-times-of-any-state-study-finds>

Elements of Level II Trauma Centers

- 24-hour immediate coverage by Trauma and Emergency General surgeons, as well as coverage by the specialties of orthopedic surgery, neurosurgery, anesthesiology, emergency medicine, radiology and critical care.
- Injury prevention and Outreach coordinator provide courses to the community on injury prevention and awareness
- Violence intervention program works with survivors of injury to help reduce violence and criminal recidivism
 - Counseling and resource support
 - Traumatic brain injury support
- Trauma prevention and continuing education programs for staff and providers



Emergency Room Waits at Level 2 Trauma Center Hospitals in Maryland

Emergency Room Waits at Level 2 Trauma Center Hospitals in Maryland				
			Median Arrival to Depart for Patients Discharged from the ED (hours/min)	
Sinai			3.3	197
Suburban			3.5	210
UM Capital Region Med Center			4.1	247
Hopkins - Bayview			5.4	324
All Maryland Level 2 Trauma Centers			4.1	245
All Maryland ERs			3.8	229
Source: Medicare.gov				



Throughput Efforts

- Initiated new patient flow pathways to expedite patient movement in the ED
- Developed a throughput surge process to address high volumes and facilitate discharges
- Increased inpatient and observation capacity in various areas throughout our facility
- Analyzing other properties in Largo for our residency and Medical Group practices
- Improved turnaround of imaging and lab allow for more rapid diagnosis and improved flow
- Optimization of our care delivery model
 - Streamline documentation and practice
 - Care delivery model of team nursing
- Incorporating the use of technology in our ED for triaging



Nurse shortage one of many contributing factors to long ER wait times in DC area

By Ayesha Khan | Published 11 hours ago | News | FOX 5 DC



Nurse shortages impacting emergency rooms across the nation

Nurse shortages have impacted hospitals across the U.S., even prior to COVID-19.

ROCKVILLE, Md. (FOX 5 D.C.) - Nurse shortages have impacted hospitals across the U.S., even prior to COVID-19, and many medical systems within the D.C region are certainly not immune to that reality.

HEALTHCARE
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K SEGMENT
IMPORTANCE
d MORE!

on this July at
com/fox5dc
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er Show Live.

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Kevin McCarthy

1 dead in crash on New Hampshire Avenue in Colesville



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Recruitment & Retention Efforts

- Partnerships with local colleges
- Community college tuition assistance program
- Stay and Exit interviews
- Executive and leader rounding on team members all over our facilities
- Third-party to survey individuals during initial onboarding and periodically during the first six months
- Special bonus pay for taking additional shifts
- Agency conversion bonus programs

Culture



UMMS Journey to Becoming a High Reliability Organization

Our Commitment to Each Other & Our Community

1. **Commitment** at every level of the organizations to embrace change
2. Believe in **zero harm** and **zero defects**
3. Be **accountable** to the learning
4. Put safety for our **patients and team members FIRST**.



This is the path to cultural transformation at UM Capital.

| Commitment to Service Excellence

University of Maryland Medical System welcomed its first **Chief Experience Officer on October 1**. This role will focus on strengthening and improving the System's mission of patient- and family-centered care, and will cultivate the relationship between compassionate and equitable care with high quality and patient safety.

**Thank you for your visit.
We appreciate your trust.**

YOU MATTER TO US!

If something wasn't quite right during your visit, please let us know before you leave or call patient experience at 240-677-1058.



SCAN ME



UNIVERSITY of MARYLAND
CAPITAL REGION HEALTH



SHARE YOUR EXPERIENCE ON



Thank you for visiting UM Capital Region Health. Would you consider writing us a review on Google? If so, simply search for University of Maryland Capital Region Medical Center.

On the right, click on ***Write a Review***.

We appreciate you taking the time to share your thoughts.

You may receive a survey asking you about your visit.

In addition to the sharing your experience on Google, please complete the survey. We will use your feedback to make improvements.

Thank you for entrusting the University of Maryland Capital Region Health Team with your care.

As part of our organization's mission, we promise to provide compassionate care with dignity and respect. That means that you should receive excellent care and communication from your caregiver.

Please give us a call if we have not fulfilled our promise. Either I or another member of my executive team can be reached at 240-677-1088.



Nathaniel Richardson Jr.

Nat Richardson Jr.
President and CEO



UNIVERSITY of MARYLAND
CAPITAL REGION HEALTH



Thank you for letting us take care of you.

Partnerships



Partnership Development: Engagements with critical stakeholders

TLC (Totally Linking Care) - Maryland: Collaborate with regional Prince George's County hospital systems to address population health challenges through a multi-system approach. Current focus is on Behavioral Health, Diabetes and Chronic Disease.

Adult Sickle-Cell Disease (SCD) Care Management: Building a transitions program for adolescent patients with SCD to adult care and increasing infusion services for pain management needs.

- This work is funded by a Maryland Community Health Resources Commission Pathways Grant. Partners are UM Capital Region Health, Johns Hopkins, Children's National and Sickle Cell Community Based Organizations (CBOs)



Sickle Cell: Pathways Health Equity Grant Study Aims

AIM #1	AIM #2	AIM # 3
To improve outcomes for patients seeking care for acute pain at UMCR Hospital.	To improve access to transition services for adolescents and young adults living with SCD in PG County:	To improve access to primary care services for young adults living with SCD in PG County.
Decrease by 20% the number of people living with SCD in PG County who are hospitalized in a facility outside of the county for management of acute VOE.	Increase by 45% the number of children living with SCD in PG County who receive guideline- based transition services to adult care.	Decrease to <5% the number of young adults living with SCD in PG County who report a lack of a usual source of primary care.
Decrease by 15% from year 1 to year 2 the number of adults who present to UMCR hospital for acute pain who require admission to the hospital.		



UMCRH



CNH+UMCRH



JHH+UMCRH+CNH



Kaiser Permanente Partnership: Premiere Hospital

Enhancements include:

- New Hospitalists
- Increase in direct admissions volume
- New meds to beds program
- New marketing and branding
- Modified Care Management workflows
- Anticipated increase in ED volume
- Structured Interdisciplinary Bedside Rounds (SIBR) 2.0



KAISER PERMANENTE®

Development/Expansion Projects



Development/Expansion Projects

UM Capital Region Medical Center

- Opened summer 2021

UM Capital Region Health Cancer Center

- Groundbreaking Winter 2021
- Opening Spring 2024

UM Laurel Medical Center (Health & Wellness Campus)

- Groundbreaking Summer 2021
- Opening March 2023

Family Medicine Practice – Relocating to New Carrollton from Cheverly, MD

- September 2022



Cancer is 2nd Leading Cause of Death in Prince George's County

Leading Causes of Death, Rates per 100,000 Population, 2017

<u>Cause of Death</u>	<u>Prince George's County</u>	<u>Maryland</u>
Heart Disease	167.5	164.5
Cancer	155.7	151.5
Stroke	46.7	40.2
Hypertension	14.0	8.3

Source: Rand Assessing Health and Human Services Needs to Support an Integrated Health in All Policies Plan for Prince George's County, MD, 2020

- Prince George's County exceeds Maryland in mortality in several areas
- UM Capital Region Health has opportunities to enhance care delivery across many disease states



UM Capital Region Cancer Center—Coming Spring 2024





University of Maryland Capital Region Medical Center Exterior Perspective South West View

September 2023
Cancer Center

June 2021 - Move to Largo



WILMOT SANZ | GRIMM + PARKER



Creating a Health & Wellness Destination in Laurel

- Develop a modern health & wellness campus designed to be a destination location to attract County residents to utilize County-based health & wellness services
- Extend beyond traditional medical uses and facilities, including a greater mix of community services and other ancillary uses
- Campus planning that enhances the experience to improve wellness for the community
- Create a mixed-use community destination where residents choose to spend their time
- Catalyst for jobs and commerce for Laurel and its surrounding communities



Enhanced Services



Robotic Surgery

- Use of robotic surgery has expanded rapidly across the globe
 - More than 570,000 procedures performed worldwide in 2014
- Robotic-assisted surgery (RAS) is now approved in urology, gynecology, cardiothoracic surgery, general surgery, and otolaryngology
 - Most commonly used in urology and gynecology
- UM Capital Region has implemented a Robotics Program



General surgery /
Hernia



Colorectal



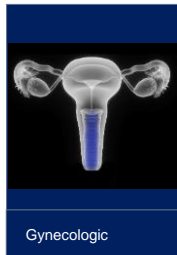
Bariatrics



Thoracic



Urologic



Gynecologic





Family Medicine Comes to New Carrollton

A new era is here for primary care in Prince George's County.

A highlight of services include:

- Annual physical exams; sports and camp physical exams
- Chronic disease management
- Immunizations
- Family planning
- Routine newborn and adolescent visits
- Same-day | next-day urgent care appointments available
- Telemedicine

**4000 GARDEN CITY DRIVE, SUITE 810
LOCATED NEXT TO THE NEW CARROLLTON METRO STATION**



**CALL 240-677-3100 TO
SCHEDULE AN APPOINTMENT TODAY**

UM CAPITAL
REGION HEALTH



UNIVERSITY of MARYLAND
MEDICAL SYSTEM

A better state of care.



| Thank you

Questions?