



Presentation to the
Prince George's
County Council
Board of Health

Luminis Health
Doctors Community Medical Center
July 17, 2023



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Luminis Health Doctors Community Medical Center

Facts and Figures

Fiscal Year 2022
(July 2021 - June 2022)



346 *

Total licensed beds



\$229M

Operating revenue



8,900+

Inpatient admissions



44,100+

Emergency visits



600+

Medical Staff



1,000+

Employees



6,200+

Surgical services
procedures



14

Volunteers



\$23.9M

Community benefit

What does Luminis Health stand for?

Our Mission: To enhance the health of the people and communities we serve.

Our Vision: Living healthier together.

- Health and wellness are fundamental to everyone
- Partnerships and connectivity form the foundation for the care we provide
- Evidence-based care is centered around people and family
- Access to care should be refreshingly easy



**Walk-in
Mental Health
Urgent Care**
Now Open
in Prince
George's
County.

**Luminis
Health.** Easy access for your
mental health care.

This advertisement features a close-up of a woman with vibrant purple braided hair, looking upwards with a serene expression. The text is overlaid on the left side of the image, and the Luminis Health logo and tagline are at the bottom.



**Book your next
healthcare
appointment
online today –**
it's fast and easy.

**Luminis
Health.** Easy online
scheduling.

This advertisement shows a person's hands typing on a laptop keyboard. The laptop screen displays a user-friendly online appointment booking interface with various options and filters. The text is positioned in the upper left, and the Luminis Health logo and tagline are in the bottom right.

Vision 2030 Goals

Vision 2030

Bold Goals

QUALITY



Deliver equitable, high-quality care aligned with community priorities

Eliminate maternal and infant mortality

COMMUNITY



Optimize partnerships through innovation and collaboration to achieve health equity

Eliminate suicide and opioid overdoses

WORKFORCE



Recruit and retain an inclusive and culturally appreciative workforce through expanded opportunities

Become #1 employer of choice where everyone finds joy at work

GROWTH



Reimagine our role through innovation, technology, and diversification

Grow and diversify total revenue

FINANCE



Leverage care redesign and portfolio mix to achieve high value

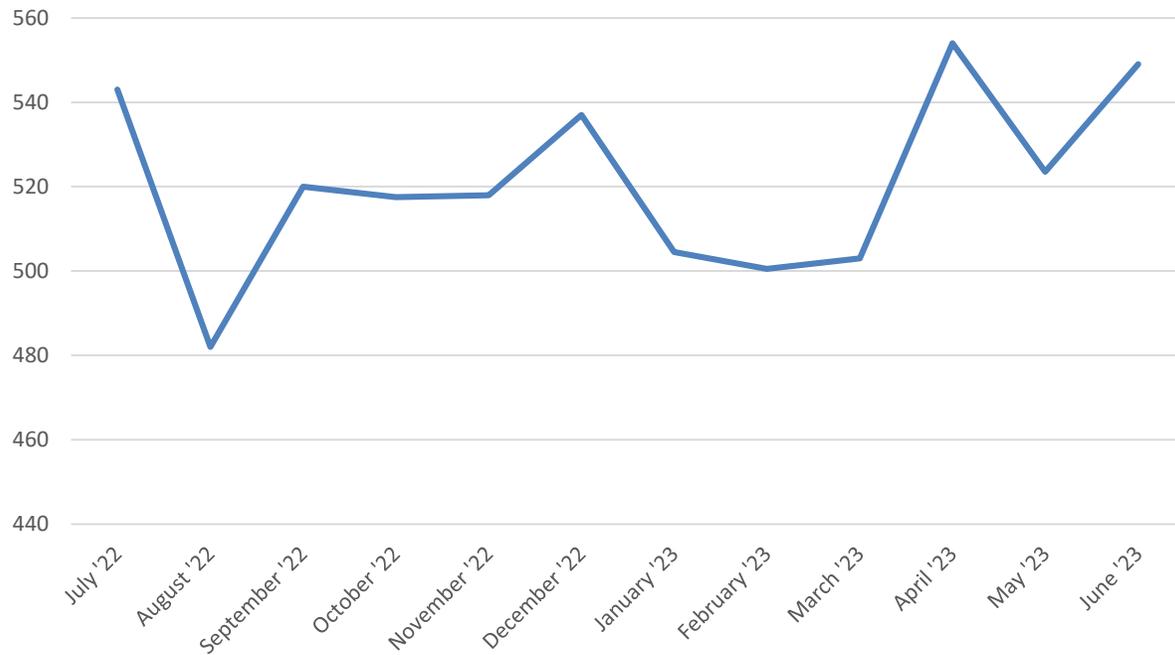
Become Maryland's top ranked system for value, affordability and cost of care

Overview of Our Emergency Department Services

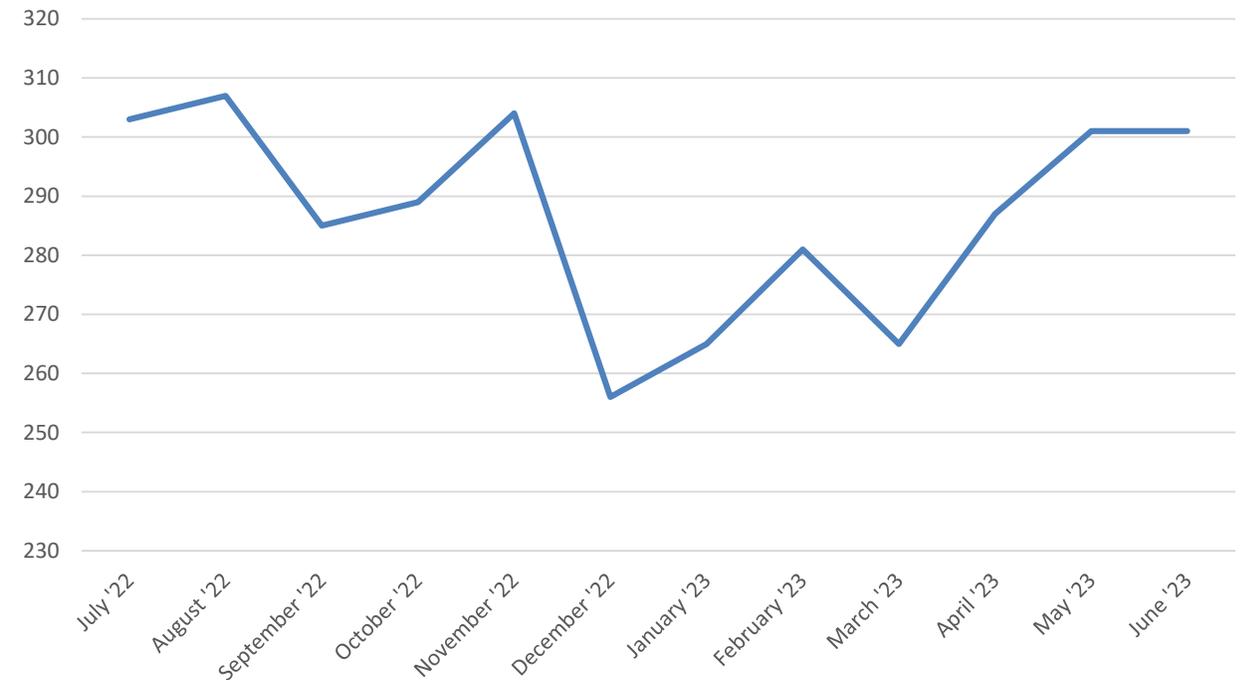
- Provide comprehensive minor, urgent and emergency services to adult and pediatric patients
- Provided care to over 45,000 emergency dept. patients in FY23 (over 4,500 pediatric and over 40,500 adult ED patients)
- 45 ED rooms
- Partnership with Children's National Medical Center for our pediatric patients
- Behavioral Health Services
 - Registered with Maryland to accept emergency petition patients in August 2022
 - Behavioral Health pavilion on campus which includes walk-in urgent behavioral health services, along with a continuum of ambulatory services, as well as a 16-bed adult inpatient unit

Key Emergency Department Statistics

ED-1: Arrival to Inpatient Bed for Admitted ED Patient, median minutes by month



OP-18: Arrival to Departure for Discharged ED Patients, minutes by month



Continued variability on ED throughput for admitted and discharged patients

ED Staffing trends

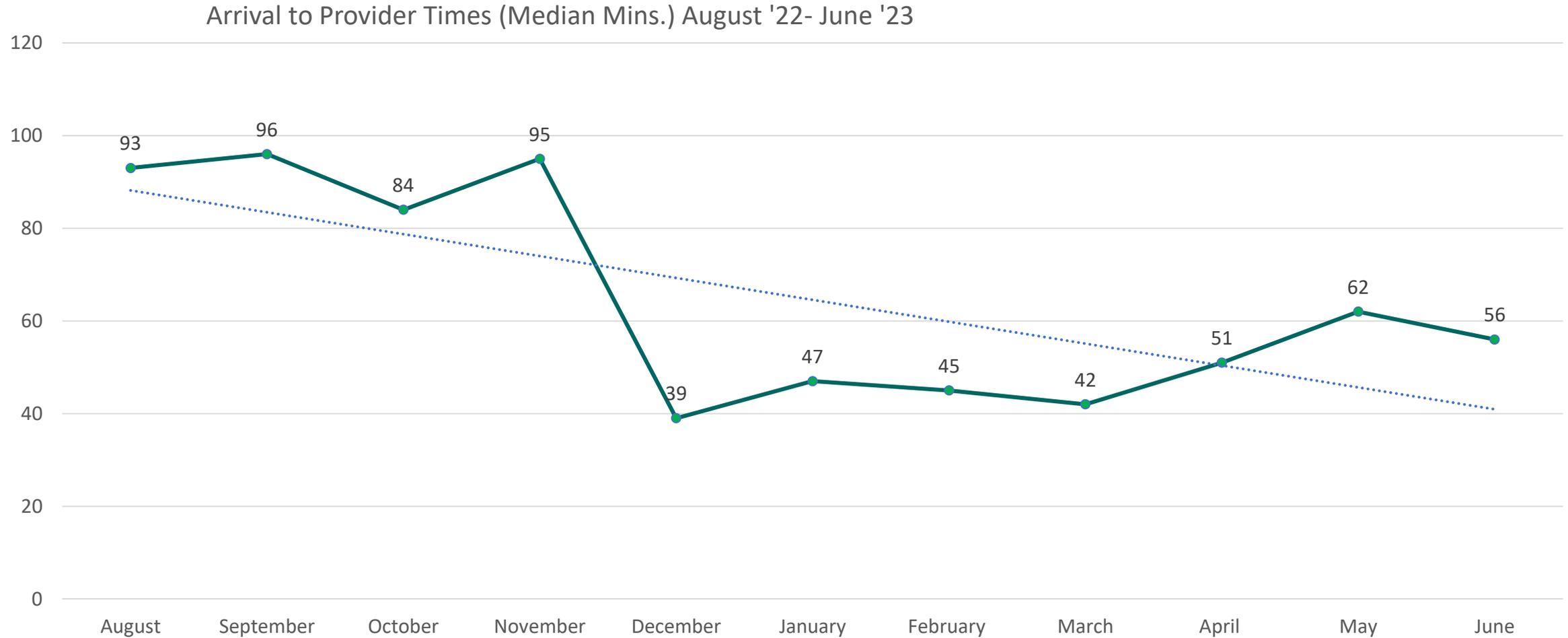
- Ongoing workforce challenges, but seeing some improvements
- Recently hired four new Emergency Physicians
 - Provides flexibility to bring in on-call physician when volume surges
- Over 100 non-physician staff
- Staff plan includes augmentation of resources such as temporary agency staff used for vacancies, turnover and surge
- Enhanced Recruitment Strategies, including:
 - 18-month Nurse Residency Program for new graduates
 - Nurse Bridge program for Medical/Surgical nurses to move to ED
 - Launched Summer Nurse/Extern Program
 - International Nurse Hiring
- Ongoing Focus on Retention

Key ED Improvement Initiatives

- New expedited intake process – “Super Track”
- Monthly meetings with EMS leaders to help track and improve EMS offload times
- Planning for construction of a “Results Pending” lounge
- New throughput nurse position to offload EMS patients into open rooms and trouble shoot delays in Super Track
- Received \$500k via Bond Bill Program to expand secure behavioral health area in ED

Arrival to Provider Time

Highlighted below, we have demonstrated consistent progress with arrival to provider times with the new Super Track Process.



Summary

- Continued need for multi-stakeholder approach to address workforce challenges
- Ongoing need for investment in behavioral health services
- Need for additional community resources that impact hospital throughput, including expanded primary care and community-based specialist care in the county, post-acute/skilled nursing facility access and other community-based resources to address social determinants of health
- Ongoing need to educate consumers on the right place to seek care for their healthcare needs (e.g., ED vs. urgent care vs. primary care)