



## Linking patients to **community support.**

Community health advocates (CHAs) are helping patients stay out of the hospital and live healthier and happier lives in the community.

CHAs are part of the interdisciplinary care team in the inpatient, emergency department, and outpatient settings. They work with hospital case management teams to address the social needs of patients who are at high risk of readmission. CHAs assisted in linking over three hundred patients to housing services, food, transportation, state and federal assistance programs, and other resources. They help patients understand and follow discharge instructions, learn how to manage their illness, navigate the health system, and connect them to community support services.

Tamar Kincheloe, CHA, learned that a patient kept missing her doctor's appointments because she lacked the ability to charge her phone. Tamar worked with the Critical Medical Needs Program, the Fuel Fund, and the Cancer Foundation to supply power and bring a sense of calm into the patient's life.

CHAs are trained health workers, with experience in helping patients understand and manage all that needs to be done after a hospital stay to help maintain their health.

"It's important to me that they find their voice, use it, and we work in unison to meet their needs."  
–Tamar Kincheloe, CHA

### Letter from the president

It has been over 50 years since MedStar Franklin Square Medical Center opened its doors in Eastern Baltimore County on December 9, 1969. Throughout this time, the community has grown, and technology has advanced, but through it all, the hospital has continued to provide safe, quality care to patients and their families.

In 2019, more than \$44.6 million was spent on community benefit programs to focus on the health gaps throughout the community. This includes the Chronic Disease Prevention & Management courses; the SBIRT (Screening, Brief Intervention, Referral to Treatment) approach to help individuals struggling with substance abuse; the community outreach efforts including ConnectFest, and the numerous education seminars to improve the health and wellbeing of the community.

I am proud of the efforts and funding that MedStar Health has reinvested in our community to help our neighbors make educated and healthy decisions throughout their lifetime. I look forward and hope to see the collective benefits of our community programs throughout the next 50 years and beyond.

Most sincerely,

Stuart M Levine, M.D., FACP  
Senior Vice President, MedStar Health  
President, MedStar Franklin Square Medical Center

# Sustainability: An essential element of health care.

Sustainability is part of how MedStar Health delivers high-quality care for our patients and our communities. In FY19, MedStar Franklin Square Medical Center received the Partner for Change Award from Practice Greenhealth, which recognizes health care facilities that continuously improve and expand upon programs to eliminate mercury, reduce and recycle waste, source products sustainably, and more.

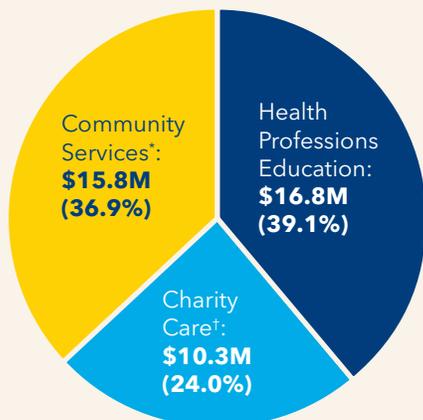


The Sustainability Committee hosted an office supply swap where departments in the hospital donated a total of 938 unneeded items, including file folders, desktop organizers, and binders to be gathered by other departments where supplies were needed. All other items were then donated to a local teacher's supply center. The committee prevented unneeded supplies from being thrown out and provided area teachers with the tools they need to succeed.

Campus clean-up events were held on America Recycles Day and Earth Day. Hospital employees helped clean up the community by picking up more than 22 pounds of recycling and 37 pounds of trash along Franklin Square Drive for a total of 59 pounds of waste.

To engage and teach the community about sustainability, the committee provided activities at the Marshy Point Fall Festival and other events, demonstrating how to live a green lifestyle.

Through these events and daily recycling, 1,405,884 pounds of waste was diverted from the landfill in FY19.



## 2019 Community benefit contribution: \$42.9M

\*Includes subsidies, community health improvement services, community building activities, financial contributions, and community benefit operations  
 †Includes Medicaid assessments

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**It's how we treat people.**