



The Johns Hopkins Health System  
**Serving the Community**

2009 Community Benefit Report

## A Commitment to the Community

**T**HE MISSION OF THE JOHNS HOPKINS HEALTH System reflects our passion for patient care, research and the training of future health professionals. In each of these areas, our mission extends beyond our buildings and direct services to encompass the well-being of the communities we serve.

The hospitals within the system—The Johns Hopkins Hospital, Johns Hopkins Bayview Medical Center, Howard County General Hospital and Suburban Hospital—have formed valuable partnerships to fulfill this outreach mission and they continue to seek innovative strategies to improve the quality of life for our neighbors.

Our students, faculty and staff volunteer in programs in clinics, schools, jails and neighborhood centers to meet a broad array of challenges. We are involved in revitalization programs and community development initiatives, and we support local organizations' efforts to lower crime, improve health and educational opportunities, and construct new businesses and homes. Finally, we provide critical, but less apparent, assistance through research, innovations in patient care and training.

This report highlights some of the many ways that we are working to help those living near our East Baltimore, Bayview, Howard County and Montgomery County campuses. We are proud of our record and look forward to building on it in the years to come.

Ronald R. Peterson  
*President*  
*The Johns Hopkins Health System*



# Community Benefit Overview

The four hospitals in the Johns Hopkins Health System are best known for the medical care delivered inside their buildings. But each of these hospitals is also attuned to the needs of the community outside its walls. Indeed, throughout the year these hospitals are involved in a host of activities that make life better for the people in the areas they serve. That ranges from free blood-pressure screenings and community-based clinics to educational offerings for seniors and young people. Tens of thousands of patients who are unable to pay for medical services benefit from the charity care delivered by the Johns Hopkins Health System. This report provides an overview of those activities during fiscal year 2008 and highlights a few programs at each hospital. While the newest member of the health system, Suburban Hospital in Montgomery County, was not a part of the system in 2008, its community benefit activities are summarized in this report.

## The Johns Hopkins Hospital

600 North Wolfe Street  
Baltimore, Maryland 21287

From the moment it opened in 1889, The Johns Hopkins Hospital has been recognized as a leader in world medicine. Consistently ranked number one in the nation by *U.S. News & World Report*, it houses Maryland's only pediatric trauma center and only eye trauma center.

## Johns Hopkins Bayview Medical Center

4940 Eastern Avenue  
Baltimore, Maryland 21224

A 561-bed academic medical center, Johns Hopkins Bayview has the state's only adult burn center and features centers of excellence, such as stroke, geriatrics, joint replacement and bariatrics. Bayview's physicians hold full-time faculty positions at the Johns Hopkins School of Medicine. The campus also is home to research facilities for the National Institute on Drug Abuse and the National Institute on Aging.



## Howard County General Hospital

5755 Cedar Lane  
Columbia, Maryland 21044

Strategically located between Baltimore and Washington, D.C., Howard County General Hospital in Columbia, Md., provides a full range of acute-care inpatient services. The hospital recently opened a new patient pavilion with three 30-bed, private-room inpatient units and a centralized outpatient center that includes rehabilitation services as well as an outpatient laboratory and diabetes-management program.

## Suburban Hospital

8600 Old Georgetown Road  
Bethesda, Maryland 20814

Suburban Hospital is a not-for-profit, community-based hospital serving Montgomery County and the surrounding area since 1943. In addition to being a level II trauma center, Suburban has distinguished programs in stroke, cardiac care, orthopedics, neurosciences and oncology.



On the cover: Dietitian Dechen Surkhang provides information on healthy eating to participants at a stroke screening event at the Northeast market in Baltimore City.

# The Johns Hopkins Hospital in the Community

## Providing Comprehensive Cancer Education

From “ask the expert” sessions on various forms of cancer and how to prevent them, to a program for the children of cancer patients and a celebratory “Cancer Survivors Day,” the Sidney Kimmel Comprehensive Cancer Center offers a wide range of community health education programs. In 2008, 58 such programs involving more than 1,900 people were held.

## Stroke Education and Screening in the Community

Each month the hospital provides stroke education and risk-factor screening at the Northeast Market in East Baltimore. The two-hour sessions attract dozens of people who have their blood pressure and heart rate checked and are asked a series of questions to determine their risk level

for stroke. Participants then receive counseling for their risk factors and, if they do not have a doctor, are provided information about health clinics that can serve them. Some participants just happen to be in the market and, initially at least, don't want to be bothered with the screening. Ultimately, most are glad they took the time. In some cases they are very glad because a screening occasionally reveals a potential major problem and participants are immediately directed to an emergency room.

## Finding Summer Jobs for Young People

As a high school student, Destiny Alsup had active and productive summers through the hospital's summer-jobs program. For four years in a row, she worked in a variety of jobs and did so well that she was hired as a full-time support associate while she studied nursing in college. Now in its 15th year, the program provides students from several East Baltimore high schools and children of hospital employees with meaningful work. Some 150 young people ages 15 to 21 took part in 2008, working in various areas of the health system, including pathology, radiology, patient transportation, nursing units and the library system.

## School-Based Mental Health Services

Funded in part by city agencies, this program placed licensed therapists in 15 elementary, middle and high schools in East Baltimore during 2008. Working full-time in the schools, therapists consult closely with principals and teachers on the behavior of disruptive students, with the ultimate goals of addressing the child's social and emotional needs and improving the school's academic performance.

## The New EastSide Project

The Johns Hopkins Health System is a key partner in the ongoing transformation of the community north of Hopkins' East Baltimore campus. The New EastSide project is rebuilding and renewing structures and communities and giving new hope to an area that has struggled economically for years. The result will be as many 2,200 new and rebuilt homes for people of all incomes, the creation of thousands of jobs for people at all skill levels, new commercial and retail space, and life-science research space. The project is also providing a comprehensive range of services for East Baltimore residents, from job training and financial counseling to health care and youth employment help.



Senior residents take part in a seated Qigong exercise at a senior adult residence on East Eager Street in East Baltimore.

# Johns Hopkins Bayview Medical Center in the Community

## Care on Wheels

Care-A-Van is a mobile van that brings ambulatory care services and health screenings to the community. While the program focuses on children and women of childbearing age, it provides services to the entire community, particularly people who may not be able to reach traditional providers due to financial or transportation problems.

## A Super Camp for Kids With Asthma

The medical center offers an overnight residential camp for Maryland children with asthma. It's a special place. Just ask Eryka. She had hoped to go when she was 6½ but was too young and had to wait a year. How did she do when she was finally able to attend? "Amazing," in the view of one hospital official. During their week at Camp Superkids, the children learn asthma-management skills from respiratory therapists and participate in activities such as swimming, arts and crafts, self-esteem building, karate and sports. The camp is staffed around the clock with registered nurses, registered respiratory therapists, physician assistants from Hopkins Bayview and other nonmedical support volunteers. In 2008, 48 children took part.

## Encouraging New Nurses in Baltimore County

The Sollers Point Initiative Program works to educate Baltimore County high school students about nursing and to



Patricia Letke-Alexander, physician assistant, cares for a child in the Care-A-Van.

encourage them to go into the field. The program was created to address the nursing shortage and provide scholarships, mentoring and the chance to work at the medical center to students who otherwise could not afford nursing school. The program is producing solid results. Five of the eight students who were in the program in 2008 are now enrolled in the nursing program at a local community college, and the other three are completing their prerequisites to join them.

## Nurturing Healthy Babies at the Stork's Nest

With prenatal care so vital to a baby's development, the medical center has joined the March of Dimes and

Zeta Phi Beta Sorority Inc. to encourage regular care for women throughout their pregnancy. The goal is to provide an incentive for low-income and medically underserved women in southeast Baltimore to seek prenatal care. Women who obtain prenatal care early regularly receive shopping privileges at the Stork's Nest on the hospital grounds. Mothers are given credits for keeping their appointments and meeting health care goals, as well as for attending health education classes and getting immunizations for infants. Credits can be used to purchase items such as infant and toddler clothing, diapers, toys, formula and other infant supplies.

# Howard County General Hospital in the Community



Catherine Yang, her father, Yang Yang, and the Healthy Howard mascot at the Mall in Columbia.

## **A Healthy Partnership**

The hospital and the Mall in Columbia formed a partnership to create a new mall play space that offers families an additional safe and fun activity during shopping excursions. The play area was designed with input from specialists in children's physical development. This partnership also provided the hospital with the opportunity to hold quarterly health clinics at the mall, covering such topics as cardiovascular health, fitness and sports medicine, healthy pregnancy and healthy kids, and cancer prevention and early detection.

## **Nurturing Strong Families**

Having a first child can be exhilarating and overwhelming, especially when it comes to caring for an infant. To help parents meet this challenge, the hospital offers a parenting program with Family and Children's Services of Maryland called Healthy Families Howard County. Part of the Healthy Families America initiative, this free, national program identifies first-time parents in the community, connects them with community resources and offers them support in their new roles, including information on parenting skills, infant and child development, nutrition, and health care and coping strategies.

## **Assessing the Health of a Community**

Reaching out to local businesses, the hospital provides educational programs or health screenings for employee health fairs. Its Wellness Center provides similar health assessment programs at numerous events hosted by local nonprofits. In all, the hospital participated in more than 46 health fairs in 2008. Some 2,205 blood pressure screenings were provided through the Community Cardiovascular Project in 22 churches and faith communities, and an additional 4,671 screenings were offered at libraries, senior centers and other locations.

## **Serving a Diverse Community**

When the hospital sponsored a recent health fair geared to Howard County's growing Latino population, the turnout was astonishing—more than 650 people, including many young families. Such outreach within the Latino community and the growing Korean community is a focus for the hospital, which also sponsors a Living Well Fair each spring with the Howard County Muslim Foundation. Responding to the changing face of the county, the hospital has a full-time Spanish interpreter and is translating many important publications, signage and documents into Spanish and Korean.

# Suburban Hospital in the Community

## Into the Heart of Southern Maryland

Over the past three years, the hospital has expanded its cardiovascular prevention education and outreach services into Southern Maryland, including Prince George's, Calvert, Charles and St. Mary's counties. The hospital has worked with more than 60 partner organizations on cardiac disease prevention and early detection. In 2008, the hospital reached more than 19,303 Southern Maryland residents through programs that focus on senior fitness, heart-healthy cooking, cardiovascular education and screenings.

## Improving Access to Care

When Willy Guerra, 18 years old and uninsured, began experiencing troubling physical symptoms, he turned to the hospital's MobileMed/NIH Heart Clinic.

It turned out that the Montgomery County resident was suffering from restrictive pericarditis, a life-threatening cardiovascular condition. Guerra ultimately needed heart surgery, which was provided at no cost through the heart clinic. The hospital conducts a range of screenings and outreach programs without regard to immigration or insurance status and focuses on helping minorities and low-income communities by carefully selecting venues for health education and screening programs.



## Igniting an Interest in Medicine

As a sophomore in high school, Kat Sperle of Montgomery County began taking part in the Medical Venturing Program at Suburban, a program that exposes young people to aspects of the medical profession and gives them a chance to participate. "I felt like I had discovered something that would be meaningful to me," she says. During college she volunteered as an emergency medical technician and is now a student at the Johns Hopkins School of Medicine. Her younger sister, Christina, who also took part in the Medical Venturing Program, decided she was interested in International Health and is currently working at a clinic and research center in Ghana.

**Safe Sitter is a program for 11-13 year olds that strives to improve the welfare of young children by increasing the availability of safe and nurturing adolescent caregivers. This star safe sitter participated in a free workshop held at the Nanjemoy Community Center in Southern Maryland, where he acquired competencies in rescue skills, basic first aid and the necessary training to handle medical or household emergencies that might occur.**

## Seniors Living Better

The hospital funded more than 300 Senior Shape strengthening and flexibility classes and 172 mall-walking programs, reaching regular participants more than 30,000 times. The hospital also conducts monthly blood pressure screenings at 21 local senior-living and community centers and in 2008 held more than 110 community health and screening seminars in the Montgomery County area.

# Community Benefit Activity Summary

The chart below outlines the Johns Hopkins Health System's Community Benefit Activities for 2009.

Fiscal Year 2009 Community Benefit Activities	Johns Hopkins Hospital	Johns Hopkins Bayview Medical Center	Howard County General Hospital	Suburban Hospital
Community Health Services	\$5,534,085	\$2,320,132	\$1,813,110	\$2,534,499
Medical Education	78,228,639	19,959,028	461,325	2,408,358
Mission-Driven Health Services	18,428,285	4,329,154	6,982,901	2,708,528
Research	75,000	103,143	-	-
Financial Contributions	1,070,637	598,864	1,171,323	526,035
Community Building Activities	4,740,002	826,146	383,473	2,358,944
Community Benefit Operations	228,061	32,906	14,342	131,196
<b>Subtotal Community Benefits</b>	<b>\$108,304,709</b>	<b>\$28,169,372</b>	<b>\$10,826,474</b>	<b>\$10,667,560</b>
Charity Care	37,024,000	28,265,000	1,665,942	4,337,800
Foundation-Funded Community Benefit	-	-	-	777,985
<b>Total Community Benefits &amp; Charity Care</b>	<b>\$145,328,709</b>	<b>\$56,434,372</b>	<b>\$12,492,416</b>	<b>\$15,783,345</b>

The health system's Community Benefit Activities have grown significantly in recent years. In 2009, the total amount spent on Community Benefit Activities and charity care at The Johns Hopkins Hospital, Johns Hopkins Bayview Medical Center and Howard County General Hospital was \$214.2 million, compared to \$122.8 million in 2004, an increase of more than 74 percent. Likewise, the system's newest member, Suburban Hospital, has increased its community benefit spending from \$4.7 million in 2004 to \$15.7 million in 2009.

## Charity Care Policy

Each year, tens of thousands of patients receive free or reduced-cost care at The Johns Hopkins Hospital, Johns Hopkins Bayview Medical Center, Howard County General Hospital and Suburban Hospital. The hospitals provide this assistance to patients who are financially unable to pay health costs, as determined by established criteria.

In 2009, Hopkins Hospital provided financial assistance in 33,740 cases, Hopkins Bayview in 43,669 cases, Howard County General in 3,743 cases and Suburban in 2,561 cases.

For more information about this report or the Community Benefit Activities of the Johns Hopkins Health System contact:

### The Johns Hopkins Hospital

Office of Community Services  
410-614-2430

### Johns Hopkins Bayview Medical Center

Community Relations Department  
410-550-0289

### Howard County General Hospital

Office of Public Relations/Marketing  
410-740-7646

### Suburban Hospital

Office of Community Health and Wellness  
301-896-3572

