

# The Access Partnership at Johns Hopkins Medicine

The Access Partnership of Johns Hopkins Medicine is a program designed to improve access to effective, compassionate, evidence-based health care for uninsured and underinsured patients with demonstrated financial need who reside in the community surrounding The Johns Hopkins Hospital (JHH) and Johns Hopkins Bayview Medical Center (JHBMC). Desiree de la Torre, Assistant Director Health Policy Planning states “We believe that improved integration of the health system can better engage patients and clinicians and will ultimately result in improved health outcomes and decreased health care costs.”



The Access Partnership, or “TAP”, began operations on May 1, 2009 at the East Baltimore Medical Center (EBMC). EBMC is a primary care clinic serving a predominantly urban, low-income population that offers affordable care on a sliding scale to uninsured patients. Previously, when physicians at EBMC identified a need for a specialty referral, they struggled to find care for their uninsured patients. Frequently, the only way patients could access specialty care was through the Emergency Department (ED). Says De La Torre,

“...the goal of TAP is to help patients gain access to specialty care in a lower-cost outpatient setting rather than waiting for their condition to be serious enough to necessitate an ED visit or an inpatient admission, and to do so in a manner that is efficient and cost-effective.”

In TAP, primary care clinicians who identify a need for outpatient specialty or diagnostic services for uninsured or underinsured patients can write referrals for the services needed, and refer the patients to TAP. A TAP Navigator determines if patients are eligible for the program, and the TAP Medical Reviewer evaluates all referrals to determine whether the medical issue can be managed in the primary care setting rather than through specialty consultation. Eligible patients meet the following criteria:

- Uninsured or Underinsured;
- Reside in zip code area 21202, 21205, 21213, 21219, 21222, 21224, or 21231; and
- Demonstrate financial need.

Once the referral is approved, patients must show a personal commitment to receiving care by paying a one-time \$20 participation fee before the appointment is scheduled. Once this fee is paid, the TAP Navigator helps patients schedule their appointments, helps arrange transportation if needed, calls patients to remind them of upcoming appointments and calls patients after their appointments to make sure things went smoothly.

Between May 2009 and April 2011, TAP enrolled 767 patients. Of these patients, 391 patients were scheduled for and attended at least one appointment. Both referring patients and clinicians were highly satisfied with the program. Findings of a 10 minute telephone survey of 56 patients conducted between March and April 2010 showed that participating TAP patients reported they were able to obtain much needed specialty health care, and were satisfied with the health care received.

For additional information about TAP, please visit [www.hopkinsmedicine.org/diversity/what\\_were\\_doing\\_for\\_community.html](http://www.hopkinsmedicine.org/diversity/what_were_doing_for_community.html) or call 443-997-0728.

FIND US ONLINE AT [www.hopkinsmedicine.org/communityservices](http://www.hopkinsmedicine.org/communityservices)  
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## FYI Update

Future issues of Community Ties will be printed in limited quantities. Please view the Community Ties archive and subscribe to Community Ties via our website at [www.hopkinsmedicine.org/communityservices](http://www.hopkinsmedicine.org/communityservices).

# Community Ties



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## Hospital Community Benefits: The Background

The five Maryland hospitals in the Johns Hopkins Health System are largely known for the first-class medical care delivered inside their buildings. These hospitals provide the same level of compassion and commitment to address the needs of the neighborhoods and communities outside their walls. Throughout the year, our hospitals are involved in a multitude of activities that make life better for our neighbors. These activities range from free blood-pressure screenings and community-based clinics to educational offerings for seniors and students. Thousands of patients who are unable to pay for medical services benefit from the charity care delivered by the Johns Hopkins Health System. The Community Benefit Report contains detailed information on these activities and highlights programs at each hospital.

Why do we provide this report? In response to growing interest in the types and scope of community benefit services provided by Maryland Hospitals, the Maryland General Assembly passed House Bill 15 during the 2001 Legislative Session, which created a new responsibility under the Health Services Cost Review Commission (HSCRC) (see Health General §19-303, Maryland Annotated Code). Under the law, HSCRC is responsible for collecting hospital community benefit information from individual hospitals to compile into a publicly available statewide Community Benefit Report (CBR). This larger statewide document contains a summary of information as well as individual hospital reports to ensure that tax-exempt hospital community benefit activities are more responsive to the pressing community health needs.

For additional information about the Johns Hopkins Hospital Community Benefit Report, visit [www.hopkinsmedicine.org/communityservices](http://www.hopkinsmedicine.org/communityservices), call 410-614-2430, or email [cbr@jhmi.edu](mailto:cbr@jhmi.edu).



## Science Exploration in East Baltimore

### Community Science Education Program

For ten years, the Johns Hopkins Office of Community Services, Institute of Basic Biomedical Sciences, and the Sidney Kimmel Comprehensive Cancer Center have worked together to introduce Basic Science and Oncology Science Day activities to East Baltimore elementary schools. In the spring of each year, fourth and fifth grade students are invited to Johns Hopkins medical facilities to learn about various career paths in science and to enjoy hands-on participation in science-related activities.

The positive impact on schools and students has been so overwhelming that the Office of Community Services expanded activities to include the annual *Community Science Fair* and *Fun with Science Summer Camp*, whose combined activities comprise the Community Science Education Program (CSEP). To date, approximately three thousand students from eighteen East Baltimore schools have participated in CSEP through these activities.

Basic Science and Oncology Science Days include activities that provide students with a firm foundation on the path of learning what science is all about. Using relatable concepts, students are introduced to liquids, solids and gases. James Letherman, Research Specialist and Lab Manager in Immunology says, “I’ve been involved with the Community Science Day for four or five years now. Each and every year we do this, I am still amazed at how the students respond to making flubber”. “...being able to see

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## Summer Jobs 2011 An Intern's Point of View



"The 2011 GCPA Summer Jobs students visit the top of the Johns Hopkins Helipad as part of their tour of the East Baltimore Medical Campus."

Devette Vice, Stephen Scott, Tyler Privette and Kori Leach have spent six-weeks of their summer break working in the Office of Government and Community Affairs (GCA) at Johns Hopkins as part of the 2011 Summer Jobs Program. During the experience-based internship, the students were immersed in opportunities to learn about the work of GCA and about Johns Hopkins as a whole. Students spent their summer developing stronger writing, research and other transferable skills while preparing for several projects and trips, including two capstone projects.

The first of two major projects for the summer included researching, writing and presenting testimony to mock-legislators in Annapolis. The students toured the State House and had the opportunity to meet Governor Martin O'Malley before presenting their support or opposition on two hot button topics.

"We had fun doing our testimony, but I had butterflies. I faced my fears and I did well even though I think I could have done better," Vice, a junior at Baltimore Polytechnic Institute, said of presenting her testimony.

The students also took time to research and write formal letters to Congressmen Elijah Cummings and John Sarbanes on issues of importance to them. They had the special opportunity to hand the letters directly to the Congressmen and members of their staff during a trip to Washington, D.C.

The students participated in other activities including developing resume and interview skills, budgeting and planning a com-

munity outreach program, researching Baltimore City Hall and exploring new marketing techniques for a community newsletter.

An overall favorite event for the summer was the tour of the East Baltimore Medical Campus which included a hands-on visit to the Simulation Lab. "My favorite was the East Baltimore Campus tour. We went to the Simulation Lab with Dr. Hunt and her team. We saved baby Molly [a manikin] by making her heart beat, giving her oxygen, and shocking her. Then we listened to Harvey's [another manikin] heart-beat and pretended to be a sick patient," explained Leach, a junior at Western High School. "After leaving the Simulation Lab, I thought about a career in the medical field."

Some of the students offered very succinct final thoughts on the program including Privette, a senior at Edmondson-Westside High School. "This is the one and only place where I can be myself, and still get paid," said Privette.

Leach concluded, "If school was this fun, I would be the perfect student."

### More info on the Summer Jobs Program

Organized through the Johns Hopkins University and Johns Hopkins Health System Human Resources Departments, specifically R.E.A.C.H./Community Education Programs, the Summer Jobs program invites 200+ Baltimore City students ages 14-21 to work as paid interns across the various Johns Hopkins campuses over six-weeks each summer. The 2011 program began in June and ran through July.

Johns Hopkins offers a different and individualized experience to their student interns, with all of the students coming together as a group each Friday for an Educational Session. Each Educational Session serves to introduce students to another facet of the business world, and allows the youth to have a venue to voice their opinions and ideas about the overall program.

For more information, please visit [www.hopkinsmedicine.org/jhhr/Community/youthprograms.html](http://www.hopkinsmedicine.org/jhhr/Community/youthprograms.html) or call 410-955-1489.

## Congratulations to 2011 SOURCE Award Recipients

Each year, the Student Outreach Resource Center (SOURCE) hosts the SOURCE Community Service Awards in conjunction with National Volunteer Week during the month of April. The SOURCE Awards are presented to individuals and student groups from each of the three Johns Hopkins schools on our East Baltimore campus—Johns Hopkins School of Medicine, Johns Hopkins School of Nursing, and Johns Hopkins Bloomberg School of Public Health. SOURCE also awards faculty members and mentors from a SOURCE partnering community-based organization. These awards are given for outstanding service and exemplary partnerships with com-



Jessica Harrington of SOURCE (right) presents Connie Phelps, Community Outreach Coordinator at Wolfe Street Academy with the Community Preceptor Award.

### Community Science Education Program ... continued from page 1

the transformation of a liquid and a solid into something that is not quite liquid nor a solid can be an amazing sight". The Biostatistics department lab uses "...a variant of the statistically-famous "Monty Hall" game to teach the role of observation and data collection in statistical inference". The department says that "...there's nothing like seeing the light in their eyes and screams as they realize that their intuition must be challenged in the face of data".

One of CSEP's other activities is the annual Community Science Fair that marked its 5-year anniversary in May 2011. This year, nine schools and sixty-six students competed for first, second, and third place prizes. A total of 27 projects were submitted, with Wolfe Street Academy receiving first place awards, Fort Worthington Elementary finishing second, and Patterson Park Public Charter receiving third place. Teachers who attended the science fair with students said that "the experience is very valuable because it is a great way to introduce students to the concept of the scientific method." Further, students have

community based organizations and are presented at the Volunteer Appreciation Luncheon during National Volunteer Week.

Congratulations to the following award recipients:

#### Individual Student Awards

Nick Carrington, *Bloomberg School of Public Health*

Jimmy Ross, *Bloomberg School of Public Health*

Amanda Singh, *School of Nursing*

Meghana Desale, *School of Medicine*

Khadijah Mitchell, *School of Medicine*

#### Group Awards

African Public Health Network,

*Bloomberg School of Public Health*

Mi Espacio Nursing Students from the

Community Outreach Program,

*School of Nursing*

Wolfe Street Workforce, *School of Medicine*

#### Community Preceptor Awards

Connie Phelps, *Wolfe Street Academy*

Beatrice Kallina-Bursi, *Joseph Richey Hospice*

#### Faculty Mentor

Dr. Deborah Agus, *Johns Hopkins*

*Department of Mental Health*

For more information about the awards and any of the winning programs/projects, please visit [www.jhsph.edu/source](http://www.jhsph.edu/source) or contact the office at 410-955-3880.

## Building Communities with Conflict Resolution

The Community Conferencing Center (CCC) a widely recognized community justice program that is making a difference in Baltimore by using participatory conflict management strategies in criminal justice, education, community development, and business as an alternative to courts. Community Conferencing provides students and families with an effective way to safely and collectively prevent and resolve conflicts and crime.

Baltimore's CCC is the only broad-based conferencing program operated in a large inner-city region. The CCC provides direct services at no cost to participants. The CCC also provides training, technical assistance, program development and program evaluation services—in Maryland, nationally and internationally.

The CCC was formed in 1998 by Dr. Lauren Abramson, who learned about the community justice process from Australian colleagues (who had adapted the process from the Maori people of New Zealand). Dr. Abramson believes that Americans can be emotionally healthier and be able to do so collectively. Community Conferencing fits the bill. It is also helping to reform the criminal justice and education system in the

process, by shifting the focus from blame and punishment, to accountability and healing.

Much of the work of the CCC is focused on providing an alternative to court for young offenders, and for students who get into trouble. However, at the heart of all Community Conferences—whether they're in schools, juvenile justice, neighborhoods or workplaces—is building communities where people feel connected to one another.

And it is working. Over 9,000 Baltimore residents have participated in a successful Community Conference. Re-offending is reduced by 60 percent in juvenile offenders, and all at one-tenth the cost of court. Communities have also been strengthened through Community Conferencing. View the video at [www.communityconferencing.org](http://www.communityconferencing.org) to see how one neighborhood stopped calling the police about disruptive kids in the street, and used Community Conferencing to begin a successful football league that is now entering its tenth season.

The CCC, which receives support from the Maryland Judiciary and private foundations, can offer individuals and businesses tax credits for certain donations. For more information, visit [www.communityconferencing.org/](http://www.communityconferencing.org/).

