The Johns Hopkins Health System
Serving the Community
An Overview of Community Benefits in Fiscal Year 2012
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On the cover:
Kids learning about fresh vegetables and healthy eating at All Children’s Hospital in St. Petersburg, Florida.
The mission of Johns Hopkins Medicine reflects our passion for patient care, discovery 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.

Our hospitals—The Johns Hopkins Hospital, Johns Hopkins Bayview Medical Center, Howard County General Hospital, Suburban Hospital, Sibley Memorial Hospital and All Children’s 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, Montgomery County, District of Columbia and St. Petersburg, Florida campuses. We are proud of our record and look forward to building on it in the years to come.

Paul B. Rothman, M.D.  Ronald R. Peterson
Dean of the Medical Faculty  President
Chief Executive Officer, John Hopkins Medicine  The Johns Hopkins Health System
Overview of the Johns Hopkins Health System

Since 2009, the Johns Hopkins Health System has grown by two hospitals with Sibley Memorial Hospital joining in 2010 and All Children’s Hospital joining in 2011. The hospitals in the Johns Hopkins Health System are regionally and nationally recognized for excellence in medical care. As the health care footprint of Johns Hopkins has grown, so too has the reach of the Health System’s commitment to community. This report provides an overview of those activities during fiscal year 2012 and highlights several programs from each hospital.

The Johns Hopkins Hospital
1800 Orleans Street
Baltimore, Maryland 21287

From the moment it opened in 1889, The Johns Hopkins Hospital has been recognized as a leader in world medicine and was consecutively ranked number one in the nation by U.S. News & World Report for 21 years. In April 2012, the Hospital marked the opening of its state-of-the-art expansion – the Sheikh Zayed Adult Tower and Charlotte R. Bloomberg Children’s Center, which houses Maryland’s only pediatric trauma center.

Johns Hopkins Bayview Medical Center
4940 Eastern Avenue
Baltimore, Maryland 21224

Transformed over the last quarter century from Baltimore City Hospitals, today Johns Hopkins Bayview Medical Center is a vibrant academic medical center providing clinical care to the citizens of Baltimore and beyond. The campus serves as a major teaching, clinical and research facility and has the U.S. News & World Report top-ranked geriatric medicine and rheumatology programs. Johns Hopkins Bayview is committed to collaboration across disciplines and has developed unique models of care in Johns Hopkins Centers of Excellence such as the Burn Center, Women’s Center for Pelvic Health, Asthma & Allergy Center, and Memory and Alzheimer’s Treatment Center. Construction is underway on a new three-story emergency department annex, slated to open in 2014.

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. In July 2009, the hospital 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 has served 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. Suburban also provides services including the NIH-Suburban MRI Center, a center for sleep disorders, adolescent/adult addiction treatment, and prevention and wellness programs.

Sibley Memorial Hospital
5255 Loughboro Road, N.W.
Washington, D.C. 20016

Sibley Memorial Hospital, in Northwest Washington, D.C., has a distinguished history of serving the community since its founding in 1890. The 328-bed community hospital offers medical, surgical, intensive care, obstetric, oncology, orthopedic and skilled nursing inpatient services and a 24-hour emergency department. Sibley’s campus is also home to Grand Oaks, an assisted living residence.

All Children’s Hospital
501 6th Ave South
St. Petersburg, Florida 33701

All Children’s Hospital is the only specialty licensed children’s hospital on Florida’s west coast. Founded in 1926, All Children’s has grown into a leading pediatric referral center that is dedicated to advancing treatment, education, research and advocacy in child health. All Children’s provides state-of-the-art facilities in a brand new 259-bed hospital including a 97-bed neonatal intensive care unit and 28-bed pediatric intensive care unit.
The Access Partnership

The Access Partnership (TAP) of Johns Hopkins Medicine is a mission-driven program designed to improve access to effective, compassionate, evidence-based primary and specialty care for uninsured and underinsured patients residing in the community surrounding The Johns Hopkins Hospital (JHH) and Johns Hopkins Bayview Medical Center (JHBMC) with demonstrated financial need. From its inception in May 2009 through September 2012, the TAP program has provided medical services to 2,294 patients residing in eligible ZIP codes in Baltimore City and Baltimore County. In addition, the TAP program has processed 4,915 specialty referrals across five Johns Hopkins clinical locations and has provided 1,691 primary care visits to 665 patients. Through TAP, a majority of patients reported improved access to needed health care and satisfaction with health care received through the program.

Summer Jobs Program

Since 1994, Johns Hopkins has partnered with Baltimore City in an effort to provide young people of Baltimore City with productive summer work. As an employer, Johns Hopkins seeks to engage city youth in meaningful work throughout the summer months to assist in their development as productive citizens in the community. The program promotes exposure to careers and workplace culture, while providing an educational experience that promotes mentoring and fosters personal responsibility. Due to increased Johns Hopkins support and departmental interest, the number of students in the program has increased steadily over the years, from 25 interns in 1994 to 154 interns in 2012 of which 154 were at The Johns Hopkins Hospital.

Comprehensive Transplant Center (CTC) Annual Conference

For the past fourteen years, the Johns Hopkins Comprehensive Transplant Center (CTC) has offered a free of charge educational conference for pre and post-transplant patients, caregivers, living donors, and their family members. In 2012, the conference was held on June 9th at the Crowne Plaza Hotel in Timonium, Maryland. This half-day event brought together health care providers from within the Johns Hopkins community, as well as outside experts to educate individuals on the process of transplantation. Transplantation is a highly complex field and the forum is a great opportunity to address questions that the CTC receives from patients, families, and caregivers throughout the year.

Martin Luther King, Jr. Early Head Start

MLK Jr. Early Head Start is a comprehensive program providing a combination of service options to 6 expectant mothers and 178 families with children. The JHH Department of Pediatrics has served as the Delegate Agency for Baltimore City, the grantee, for 45 years. MLK Jr. Early Head Start strives to develop center programs, collaborations, and service models that address: prenatal care and support to women with new infants; childcare options for working families; high quality child development programs for infants and toddlers; support for specialized populations such as disabled children, homeless families, and individuals impacted by substance and those with limited English proficiency; male involvement in the growth and development of their children; and community collaboration to link program participants with needed services.
Southeast Area Emergency Needs Network (SEENN)
Our emergency food pantry provides non-perishable food to patients and members of the community in need. The food pantry opened its doors in 1983 as a way for Johns Hopkins Bayview Medical Center to reach patients beyond just their medical care. Patients can access the food pantry by obtaining a referral from a medical center social worker. Additionally, non-patient community members may be referred by human service agencies. One referral entitles patients to an individual or family-sized bag of food that provides three full meals for three days. Clients may access this service twice within a twelve month period. The bags are regularly evaluated by a nutritionist to ensure that meals are healthy and well-balanced.

SEENN relies on donations from medical center employees, area businesses, churches and community associations. A food drive each December brings in the majority of donations for the year and the food closet feeds 500-600 people annually.

Food Re-education for Elementary School Health (FRESH)
FRESH offers elementary school students a nutrition and exercise education program aimed at encouraging heart healthy behaviors to help reduce future heart disease. Lessons introduce children to subjects such as the heart, MyPlate, healthy snacks, exercise, healthy weight guidelines, meal planning and reading food labels. Pre- and post-assessments are also performed. FRESH is offered throughout the school year to 3rd and 4th grade classes in southeast Baltimore City, Baltimore County and parochial schools.

Kiwanis Burn Prevention Education
As the home of the Johns Hopkins Burn Center for adults, we know how important prevention is. The Kiwanis Burn Prevention Education Program provides age-appropriate school-based lessons about burn prevention. The Kiwanis Club of East Baltimore funds a retired professional firefighter who visits an average of 30-40 schools per school year, including Baltimore City, Baltimore County and parochial schools. Additionally, our staff member works with many other youth groups to provide burn prevention education throughout the state. The program maintains an active partnership with the judicial system to work with juvenile fire setters to help educate and deter future burn injuries.

Safe Babies
The Safe Babies program offers burn prevention and general education materials to new mothers who deliver at Johns Hopkins Bayview. Safe Baby kits include a smoke detector, bath thermometer, spill-proof mug, food temperature spoons, wall safety plug covers and a variety of safety literature. Approximately 1,200 kits are distributed each year to new families.

Healthy Community Partnership
Johns Hopkins Bayview Medical Center’s Healthy Community Partnership is an innovative program designed to enhance community health. The program grew out of relationships that Johns Hopkins Bayview Medical Center established with a number of area religious congregations. Embracing the principles of dialogue, mutual education and respect, these partnerships support initiatives that improve access to medical care; offer educational programs on health topics that impact the community; equip individuals and groups with resources and tools they need to become stronger advocates for good health and medical care; and address health care disparities.
A Healthy Partnership
By partnering with the Mall in Columbia, the hospital helped to create a mall play space that offers families a 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 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, along with the Family and Children's Services of Maryland, offers a parenting program called Healthy Families Howard County. As 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 49 health fairs in 2012. Some 1,730 blood pressure screenings were provided through the Community Cardiovascular Project in 22 churches and faith communities, and an additional 4,920 screenings were offered at libraries, senior centers and other locations.

Serving a Diverse Community
Howard County is witnessing significant growth in its foreign born population, particularly those of Asian and Latino descent. Responding to the changing demographics of the county, the hospital employs a full-time Spanish interpreter and is translating many important publications, signage and documents into Spanish and Korean. Beyond the hospital walls, HCGH partners with community organizations to bring health care to the community. The Hospital holds annual health fairs within the community targeted to certain populations, including the Latino Health fair which recently had over 550 attendees and the Asian Pacific Islander American Health Fair which welcomed over 1500 participants.

Well and Wise Partnership
Started in 2010, Well & Wise is a health education partnership between Howard County General Hospital and the Howard County Library System with a goal to enhance, advance and elevate health education to improve the health of our entire community. Carried on both the hospital and library’s social media outlets, the partnership includes a weekly health blog featuring a variety of health and education authors from both partners’ ranks. Additionally, the partnership founded the TEENS Program (Together, Exercise, Energize, Nutrition, Support) to educate teens through interactive learning about the benefits of proper nutrition and the positive aspects of being physically active. Classes are held at the East Columbia Library for teens in a series of afterschool programs offered two times per year.

Sandy Roemer, R.N., talks about breast health with a participant at the Cancer Prevention and Early Detection Clinic held at the Mall in Columbia.
Improving Access to Care through Strong Community Collaboration

In 2010, 5.6 percent of Montgomery County residents were diagnosed with diabetes. This alarming situation prompted three leading organizations: National Institutes of Health (NIH), Mobile Medical Care, Inc., and Suburban Hospital to dedicate resources to fund and staff the MobileMed/NIH Endocrine Clinic at Suburban Hospital. Opened in July 2010 for one evening each week at Suburban’s Outpatient Medical Center, the Endocrine Clinic provides comprehensive lifestyle and chronic disease management services to low-income, uninsured residents of Montgomery County. In FY12, the clinic was able to treat over 600 uninsured patients who require specialty care for endocrine conditions and diseases by providing diagnostic tests, examinations, and one-on-one consultation with a Suburban Registered Dietitian at no cost to the patient.

Camaraderie that Cures

Six years ago, the Alpha Phi Alpha fraternity of Montgomery County and Suburban Hospital established a valuable partnership in which the hospital offers blood pressure screenings, health counseling and lectures to the fraternity while Alpha Phi Alpha staffs the hospital’s annual prostate cancer screening event by registering participants and navigating men through the screening process. In addition, brothers of the fraternity and church networks alert the African American community in Montgomery County about the screenings. Prostate cancer occurs more often in African American men, so Alpha Phi Alpha’s reach is critically important. “Becoming involved with Suburban’s programming has helped us fulfill our mission and make a difference in the lives of both our brothers and neighbors. We feel like part of their team and we definitely consider them part of our fraternal family,” says Michael Smith, MD, a radiologist and Alpha Phi Alpha leader in Montgomery County.

Taking the Show on the Road to Keep Seniors Healthy at Home

“The Nurse Is In” sign hangs on the door of Leni Barry’s office at the Gaithersburg Upcounty Senior Center where several seniors line up for their weekly counseling session. Leni, a registered nurse at Suburban Hospital, leads the HeartWell Program at the center and teaches individuals with diabetes and cardiovascular disease who might otherwise go untreated how to manage their symptoms and disease. At the three HeartWell clinics stretching across Montgomery County, seniors have easy access to health education, nutrition classes and regular one-on-one counseling and screenings. In FY12, the HeartWell clinics averaged 610 patients per month, totaling 7,564 preventive clinic visits.
Senior Health is a Priority for Sibley Hospital

The Sibley Senior Association, an organization for persons aged 50 years or over, proudly celebrated its 25th anniversary in October 2012. The Association provides informational resources, support groups, exercise programs and lectures, as well as opportunities for social engagement and intellectual stimulation. Some of the programs include a current events discussion group, driver safety course, and bereavement support group for widowed persons. Sibley partners with the American Association of Retired Persons (AARP) on the AARP Driver Safety Program, which is the nation’s first and largest refresher course for drivers age 50 and older. It has helped millions of drivers remain safe on today’s roads.

Making Life Better for People with Early Dementia

Sibley Memorial Hospital hosts and helped launch Club Memory, which is a stigma-free, supportive social group for persons with mild cognitive impairment and early stage dementia (including Alzheimer’s, FTD, and Parkinson’s) and their care partners, families and friends. Club Memory meets several times a month and provides social support and interaction, friendship, scheduled outings, and access to health resources for participants. It’s a concept that some of the group’s founders describe as a “safe place” where they can feel comfortable socializing, and sharing experiences and resources – the best books and websites on the issue which is not well studied. One member diagnosed with Alzheimer’s said, “Keep doing what you are doing; don’t change anything. We need this.”

Knowledge is Power Lecture Series

“This was wonderful, very informative,” commented an attendee at the Breast seminar. “This was so good,” said another at the Lung event. Sibley hosted free community seminars on breast, ovarian and lung health. Physicians spoke on the latest advances, diagnosis, treatments, surgical options and prevention of each disease. There were at least three specialized physicians at each program speaking on various topics. Followed by a Q & A session, attendees could anonymously submit their questions to the panel.

Widowed Persons Outreach – Helping and Healing

Sibley has sponsored and supported Widowed Persons Outreach (WPO) since 1992. The group has been providing bereavement help to people in the community who are newly widowed. Widowed Persons Outreach now has 33 volunteers – men and women who have been widowed themselves – who have taken the program’s volunteer training and are now helping newly widowed people through their own grief. They do this in a variety of ways: one-on-one help, support groups, social activities, educational events, and a bimonthly newsletter. WPO has an on-going Bereavement Support Group that meets on the second and fourth Wednesday of each month, and also a six-week Bereavement Support Group that meets twice per year.
Asthma Education
All Children’s sponsors the Suncoast Pediatric Asthma Coalition, which unites families, nurses, physicians and other advocates to provide support and education to children and families with asthma. The Coalition works to promote asthma management so that children miss fewer days of school, require fewer emergency room and inpatient visits, and are able to participate more fully in sports and other activities. In 2012 All Children’s hosted the statewide Florida Asthma Coalition, bringing similar groups from across the state together to focus on achieving synergy between local partners for community-wide interventions through initiatives on asthma surveillance data, asthma-friendly schools and childcare centers, and asthma management in clinical settings. To help make these goals a reality in All Children’s surrounding community, the hospital teamed up with the American Lung Association to offer a two-day Asthma Educator Institute, providing training needed to sit for the National Asthma Educator Certification Board exam.

Protecting Teen Drivers and Passengers
To complement its strong child passenger safety programs, All Children’s, through its Battle of the Belts program, is working to change the higher crash fatality and lower seat belt usage of teens by engaging high school students in efforts to model proper safety belt usage and encourage safe driving behaviors. Student government groups and organizations such as Students Against Drunk Driving are asked to champion safe driving behaviors by creating messages about proper safety belt usage and distracted driving (i.e., texting while driving). They create posters, campaigns and public service announcements, and winning messages are featured in local media. Community partners become involved with “checkpoints” to track and document safe behaviors and reward schools with the highest safety compliance. All Children’s now presents the program in 15 high schools in three counties.

Obesity Prevention and Intervention
All Children’s partners with community-based physicians, local YMCAs and afterschool programs to provide a variety of programs aimed at helping children and teens achieve and maintain a healthy body mass index while promoting fitness, greater awareness of eating behaviors, and healthy food choices. Programs include the Fit4AllKids Weight Management & Fitness program, which emphasizes participation by as many family members as possible for youth ages 2 and under. Teens have a separate program that provides lessons and feedback from a registered dietitian, fitness specialist and motivational coach. Cooking classes, supported by Kohl’s, are available at locations in several counties, and All Children’s provides recipes, exercise tips and other health information to schools in several counties.

Improving Neonatal Outcomes
As the lead agency for the Healthy Start Federal Project in Pinellas County, All Children’s works to improve the health and well-being of interconceptional, high-risk pregnant woman, postpartum women, and their children and families. In Pinellas County African American infants die at nearly four times the rate of white infants. All Children’s Community Services team works to reduce the incidence of low-birth weight and premature birth by providing comprehensive, supportive services in the communities where at-risk expectant mothers and women of child-bearing age reside. In 2012 All Children’s also introduced fitness and nutrition classes for pregnant mothers designed to promote a healthy weight gain during pregnancy and improve the nutritional status of the developing infant.
The chart below outlines the Johns Hopkins Health System’s Community Benefit Activities for Fiscal Year 2012.

<table>
<thead>
<tr>
<th>Fiscal Year 2012 Community Benefit Activities</th>
<th>The Johns Hopkins Hospital</th>
<th>Johns Hopkins Bayview Medical Center</th>
<th>Howard County General Hospital</th>
<th>Suburban Hospital</th>
<th>Sibley Memorial Hospital</th>
<th>All Children's Hospital</th>
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<tbody>
<tr>
<td>Charity Care at Cost</td>
<td>$36,281,442</td>
<td>$23,651,335</td>
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<td>Unreimbursed Medicaid</td>
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<td>–</td>
<td>–</td>
<td>$2,915,541</td>
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<td>Community Health Improvement Services and Community Benefit Operations</td>
<td>$29,354,147</td>
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<td>Health Professions Education</td>
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<td>Subsidized Health Services</td>
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<td>$3,872,574</td>
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<td>Research</td>
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<td>$136,700</td>
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<td>$877,987</td>
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<td>Community Building Activities</td>
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<td>$327,101</td>
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<td>$788,235</td>
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Total Community Benefits and Charity Care: $176,762,529

Community Benefit Activities

The health system’s Community Benefit Activities include free or discounted medically necessary care for patients unable to pay the cost, community health improvement programs and health screenings, accredited training of doctors, nurses, and allied health professionals, hospital programs that are needed by the community and financially supported by the hospital, research, financial and in-kind contributions to community groups, and community building activities. In fiscal year 2012, the total amount spent on Community Benefit Activities including charity care at The Johns Hopkins Hospital, Johns Hopkins Bayview Medical Center, Howard County General Hospital, Suburban Hospital, Sibley Memorial Hospital, and All Children's Hospital was $317.2 million. The total amount spent by community benefit category for the six hospitals in the system includes $77.7 million for charity care, $17.2 million for unreimbursed Medicaid, $60.4 million for community health improvement services and community benefit operations, $14.0 million for health professions education, $7.8 million for subsidized health services, $1.3 million for research, $4.0 million for cash and in-kind contributions to community groups, and $8.9 million for community building activities.

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, Suburban Hospital, Sibley Memorial Hospital, and All Children's Hospital. The hospitals provide this assistance to patients who are financially unable to pay health costs, as determined by established criteria.

Of the $77.7 million in charity care provided by the hospitals in the system, The Johns Hopkins Hospital provided charity care in 41,700 cases comprising 18,499 patients, Hopkins Bayview in 57,800 cases representing 14,228 patients, Howard County General in 10,900 cases representing 6,500 patients, Suburban in 4,525 cases comprising 3,084 patients, Sibley Memorial in 2,341 cases comprising 1,498 patients, and All Children’s 5,440 cases representing 2,197 patients. All told, in fiscal year 2012 the hospitals provided free or reduced-cost care to 46,006 patients.

Note: Community benefits and charity care amounts are from the respective hospital’s IRS Schedule H (Form 990).
For more information about this report or the Community Benefit Activities of the Johns Hopkins Health System please contact:

**The Johns Hopkins Hospital**  
East Baltimore Community Affairs  
410-614-2430  

**Johns Hopkins Bayview Medical Center**  
Community Relations  
410-550-0289  

**Howard County General Hospital**  
Community Education  
410-740-7601  

**Suburban Hospital**  
Community Health and Wellness  
301-896-3572  

**Sibley Memorial Hospital**  
Sibley Senior Association and Community Health  
202-364-7602  

**All Children’s Hospital**  
Marketing and Community Relations  
727-767-8831