



SUBURBAN HOSPITAL

2020-2021 **COMMUNITY HEALTH IMPROVEMENT**

Report

Strengthening a Culture of Health

Whether we found ourselves unable to see family and friends, struggling to home-school our children while simultaneously adjusting to a new way of working, or suddenly navigating life without a loved one, the COVID-19 pandemic undoubtedly changed our lives. It also showed us how quickly and efficiently we are able to band together, create a stronger sense of community and rise to any challenge.

In these times of uncertainty, Suburban Hospital remains steadfast in its commitment to actively improve the lives and health of those living and working in our community, as well as caring for our patients and their families.

Part of Suburban's commitment to the community involves offering innovative and evidence-based programs designed to improve access to care, promote healthy behaviors and reduce health inequities among our most vulnerable neighbors. This report highlights several of those initiatives.

Our work would not be possible without Suburban's vast network of trusted and committed community partners, who share our investment in the health and well-being of the community. Elevating the values of access and inclusivity, many initiatives offered through the hospital are free or low cost to community members as well as Suburban Hospital staff members and their families, providing everyone with equal access to our programs.

Suburban would like to express its heartfelt gratitude for the outpouring of services and supplies received from the community. Approximately 21,900 meals and 15,350 supplies including personal protective equipment (PPE) along with financial contributions donated to our staff, who worked tirelessly and selflessly to care for others in their time of need. Many of these staff members were redeployed from their everyday jobs to navigate the extreme temperatures of our outdoor testing site or to attend to the complex challenges of caring for patients in dedicated COVID-19 units.

Our commitment to serving the community did not waver during the height of the pandemic, and we will always strive to improve the lives and meet the needs of our friends and neighbors.



“A key component of Suburban Hospital’s commitment to our community involves offering innovative and evidence-based programs designed to expand health equity, improve access to care and increase awareness of healthy behaviors among our most vulnerable residents.”

— Jessica Melton, M.H.A.,
President and Chief
Operating Officer



Supporting Our Community

DURING COVID-19

*FROM MARCH 2020 TO JUNE 2021



Over **12,000** pieces of PPE and other items donated to the community



Suburban has treated **1,381** patients with COVID-19 since March 2020



21,900 meals donated to Suburban Hospital staff by the community



15,235 community members tested for COVID-19 at the outdoor garage testing site



924 health improvement classes and programs, reaching **5,971** participants



46 health webinars on Zoom, reaching over **3,500** community members



More than **25,000** vaccines given to staff and community members



“I want to express my appreciation for the professionalism and efficiency of the COVID-19 vaccine staff. From the parking garage attendant, to check-in, to administration of the vaccine, to the observation area, the experience was flawless. In fact, mine was the best of anyone I’ve known.”

— COVID-19 VACCINE RECIPIENT



HEALTH EQUITY

We ensure that everyone has the opportunity to live a healthier life, no matter who they are, where they live or how much money they make.

Taking Action Now for a Healthier Tomorrow

Colorectal cancer disproportionately affects African Americans and rates are rising in younger adults. In alignment with state and local priorities, two virtual community roundtable conversations were held this year to focus attention on the rising incidence of colorectal cancer among young adults and cancer disparities in

African Americans. Combined, these two events generated 500 views. In March 2021, the “Ask Me Why I am Blue” social media challenge was launched as a call to action to engage the community to help increase colorectal cancer awareness. The social media challenge reached more than 2,000 viewers.



Care Kit Essentials

In the fall of 2020, Suburban collaborated with other Montgomery County hospitals and the Montgomery County Department of Health and Human Services’ Latino Health Initiative (LHI) to purchase and distribute **COVID-19 care kits** to 10 partner agencies to reach underserved communities impacted by the pandemic.

Suburban Hospital’s nursing professional development council assembled 1,000 kits and delivered them to community partner lead agencies. The kits included masks, hand sanitizers, toiletries, and information about food support programs and other resources available through the LHI.

Supporting our Local Families Through Online Learning

Suburban partnered with other Montgomery County hospitals and Montgomery County Public Schools to organize a program for Spanish-speaking parents to discuss the challenges of virtual learning. Featured on the **Zoom and Facebook Live** platforms, the live chat reached over 500 registered participants. It was

subsequently shared and received more than 2,000 views. A follow-up session was offered specifically to address the double threat of COVID-19 and influenza, to provide timely information about testing and to share recommendations for treatment.



Flexing for Fitness

The **Dine, Learn & Move (DLM)** collaborative partnership flexed its muscles to ensure the community could stay active during the pandemic. In partnership with the Prince George’s County Health Department, Maryland National Capital Park and Planning Commission — Department of Parks & Recreation Prince George’s County, and University of Maryland Capital Region Health, Suburban Hospital has not only kept the monthly interactive program focused and running, but also increased participation by 62% since

shifting to a completely virtual format in September 2020. This 90-minute program includes fitness tips from a trainer, a 20-minute interactive physical activity demo, nutrition tips from a registered dietitian, and a cooking demo, all connected to a monthly theme. The reach of DLM now expands well beyond Prince George’s County, offering participants creative ways to move more and eat better in a safe, virtual space.



Freedom from Smoking

During COVID-19, Suburban’s Zoom-based smoking cessation programs continued to prioritize at-risk populations by leveraging community partnerships and targeted promotion. While the American Lung Association’s *Freedom From Smoking* remains the core service for those who are ready to quit, offerings have been expanded to address COVID-19-associated

vulnerabilities such as social isolation while engaging community members across the stages of change continuum. Readiness assessments, Maryland Quitline referrals, and relapse prevention support services are a growing and essential component of cessation care.

Healthcare Heroes

COMPASSION
COMMITMENT
COURAGE

The COVID-19 pandemic created many unique challenges for staff members at hospitals and health care facilities in the United States and around the world. We would like to recognize a few of the many extraordinary individuals who rose up to meet these challenges at Suburban Hospital.

Suburban Hospital treated its first known patient with COVID-19 on March 11, 2020. The clinical decision unit led by **Art Pease, M.S., R.N.**, was the first unit to care for patients with COVID-19. As the number of COVID-19 cases in the hospital fluctuated, Art's team led the way in setting up specialized units with HEPA filters, anterooms for donning and doffing personal protection equipment (PPE), new workflows, and other quality and safety measures. Suburban's clinical decision unit (CDU) team stayed agile and nimble, ready to convert units as needed to care for patients with COVID-19 or to accommodate increasing medical/surgical needs. Their resiliency was truly inspiring.

Suburban nurses worked hand in hand with essential services personnel like supply chain director **Jean Chornock**. Jean and her team coordinated with the Johns Hopkins Health System and Suburban leadership to ensure front-line staff had masks, face shields, isolation gowns and other PPE necessary to keep them safe even as supplies remained scarce.

"After COVID-19 hit, nobody in the country was able to locate PPE," Chornock says. Her team, with tireless support from the corporate supply chain, secured valuable PPE — including N95 masks and powered air purifying respirators — and collected community donations of hand-sewn masks and other scarce supplies.

During the height of the pandemic, Suburban Hospital's pre-testing Nurses **Carolyn Manalo**,

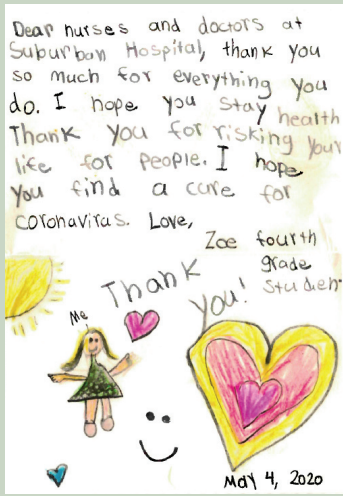
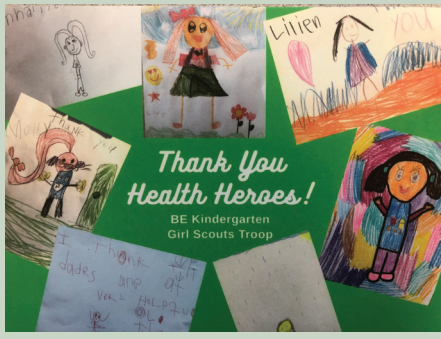
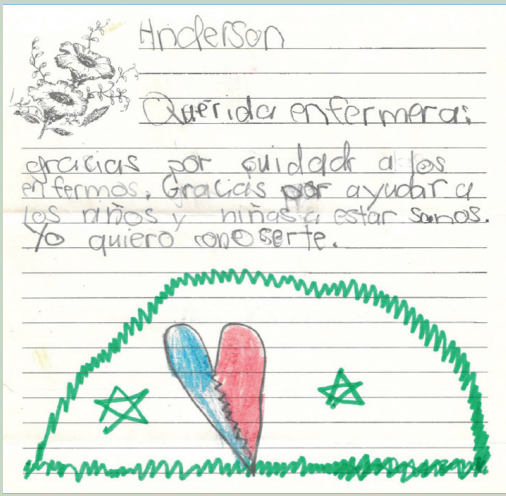


Suburban staff have tested thousand of community members since the beginning of the pandemic.

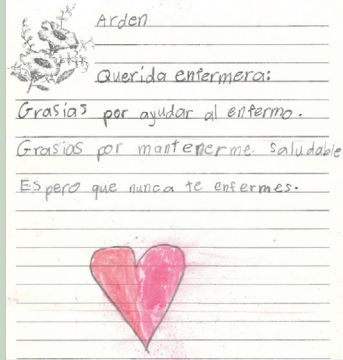
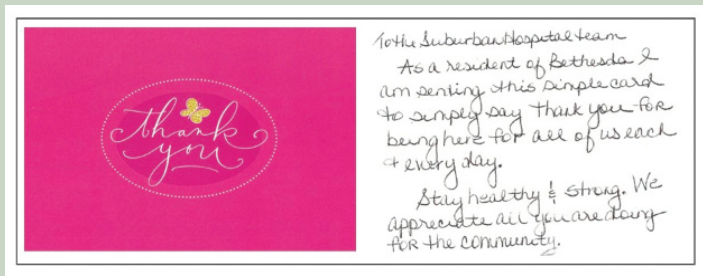
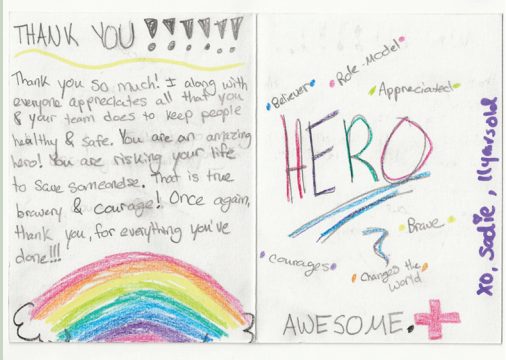
R.N. and **Kelly Rosenberg, R.N.** walked across the side street connecting the main hospital to the garage, donned layers of PPE and spent several hours on their feet each day testing individuals who drove through the hospital's COVID-19 testing site. Before the pandemic, Carolyn and Kelly prescreened patients before surgery, but when the pandemic began, they were redeployed to the garage testing site. Patient registrar, **Alice Philippe-Auguste** was also reassigned to the garage testing site to keep administrative logistics and scheduling in check.

Prior to the pandemic, **Anna Stokes, R.N.**, oversaw Washington Metro Oasis which provides educational programs for older adults in Montgomery County. At the beginning of the pandemic, Anna was recruited to set-up community COVID-19 testing. A few weeks later, she was redeployed to Suburban's employee occupational health and safety department to care for staff members. When the vaccine rollout started in December 2020, Anna was instrumental in ensuring that the hospital's front line workers were prioritized to receive the vaccine. Anna later became a fixture in Suburban's community vaccination clinic, where she assisted with registration, vaccination and patient observation for relieved community members who had just received the vaccine.

In Fiscal Year 2020, Suburban Hospital conducted **2,261** community health improvement programs, screenings, wellness classes and community-building activities that served **69,484** individuals in Montgomery and Prince George's Counties.



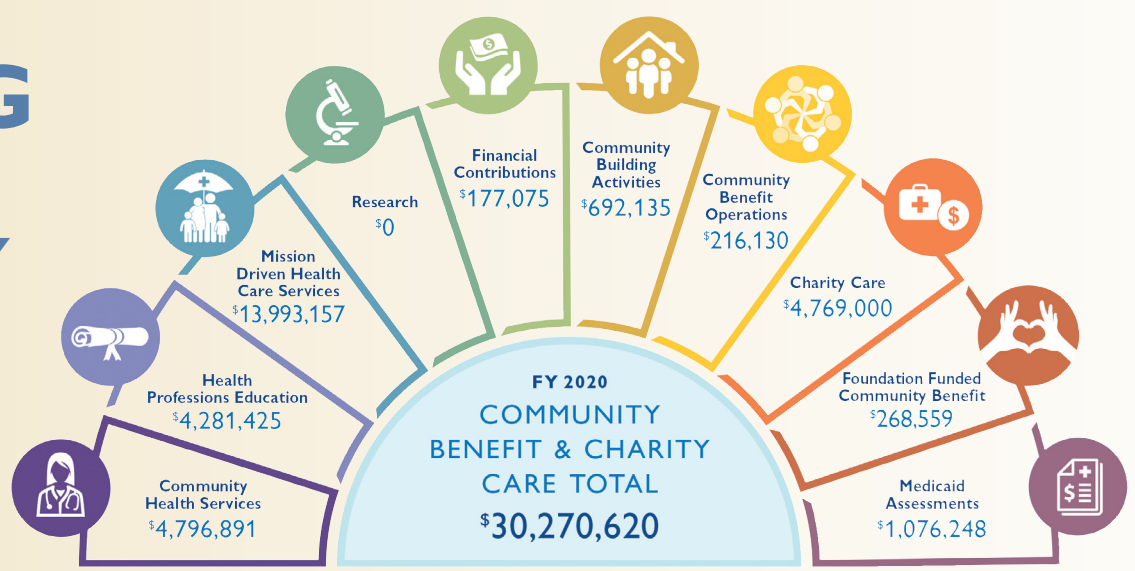
Suburban Hospital received an outpouring of encouragement and support from residents including local children who created homemade letters to our front line staff.



Our Key Partners During COVID-19

- A Wider Circle ▪ Alpha Phi Alpha Fraternity ▪ American Lung Association ▪ American Red Cross ▪ Bethesda Chevy Chase Rotary Club
- Bradley Hills Village ▪ EveryMind ▪ Friendship Heights Village Center ▪ Girls on the Run Montgomery County ▪ Greater Bethesda Chevy Chase Chamber of Commerce ▪ Identity ▪ Latino Health Initiative ▪ Linkages to Learning ▪ Manna Food ▪ Maryland National Capital Park and Planning Commission ▪ Mobile Medical Care, Inc. ▪ Montgomery County Cancer Coalition ▪ Montgomery County Food Council
- Montgomery County Health and Human Services ▪ Nourishing Bethesda Coalition ▪ Scotland Community Partnership ▪ St. John's Norwood Parish ▪ Parent Encouragement Program ▪ Prince George's County Health Department ▪ Prince George's Department of Parks & Recreation ▪ Rockville Senior Center ▪ United Way of the National Capital Region ▪ University of Maryland Capital Region Health
- University of Maryland School of Public Health ▪ Washington Metropolitan Oasis ▪ YMCA Bethesda Chevy Chase

CARING FOR OUR COMMUNITY FY2020



SOURCE: SUBURBAN HOSPITAL'S HSCRC CBR REPORT