

Population and Community Health News

Advancing Health

MedStar Franklin Square Medical Center



Getting cancer screenings back on track.

Saving lives by finding cancer early.

Letter from the President.



At MedStar Health, we recognize the significance of the role we play in advancing health and partnering with others to facilitate community health improvement. We strive to enhance health outcomes through better care that emphasizes prevention, builds awareness, and fosters independence, offering a wide range of programs and services to accomplish this goal.

In this issue of *Advancing Health*, we highlight the importance of getting recommended cancer screenings, which many people avoided during the pandemic. Because of these delayed screenings, some individuals may have advanced cancer by the time they are diagnosed. Cancer screenings can help find cancer early when it's easier to treat.

In addition, we feature our Multi-Visit Patient (MVP) program. Launched two years ago, it is designed to improve the health and well-being of individuals who frequently turn to the emergency department (ED) for their care by finding ways to more effectively tend to their needs. These patients are typically among the most vulnerable in the community and studies have shown that frequent ED use is a marker of higher mortality. You'll also learn about some of our community outreach activities.

Serving our communities is at the heart of what we do. As a not-for-profit, community-based healthcare system, we welcome your input as to how we can continue to best meet your needs and the needs of your community. It's how we treat people.

In good health,

Stuart M. Levine, MD, FACP

President, MedStar Franklin Square Medical Center
Senior Vice President, MedStar Health

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At MedStar Health, we offer easy access to great health care in Maryland, Virginia, and Washington, D.C., via our 10 hospitals and more than 280 other care locations. We're also committed to advancing your care by continuously learning and applying new knowledge. We help our patients and their families feel understood, appreciated, and confident in their care. MedStar Franklin Square Medical Center is proud to be part of MedStar Health. **It's how we treat people.**

Population and Community Health's mission: *Bridging gaps in health care by connecting the populations we serve with resources to enhance their health and wellbeing.*

On the cover: Michele Dona, RN, BSN, lung nurse navigator for the Angelos Center for Lung Diseases at MedStar Franklin Square Medical Center, works with patients to answer their questions, help to schedule procedures, and more.



Getting cancer screenings **back on track.**



Michele Dona, RN, BSN, lung nurse navigator, reviews diagnosis and treatment recommendations with a patient at the Angelos Center for Lung Diseases at MedStar Franklin Square.

There are approximately 18.1 million cancer survivors in the U.S. today—a number that is expected to grow to more than 22.5 million by 2032, according to the American Cancer Society (ACS). This good news is attributed, in part, to improvements in cancer screening.

Unfortunately, many people avoided getting recommended screenings during the past couple of years due to the pandemic. Based on current projections, these missed screenings could result in about 10,000 more deaths from breast and colon cancer alone over the next decade.

“This is alarming. These delays will certainly result in patients having more advanced cases by the time they are diagnosed,” explains Michele Dona, RN, BSN, lung nurse navigator

at MedStar Franklin Square Medical Center. “Cancer screenings enable us to find cancer in the early stages when it is most treatable.”

Following are screening guidelines for a few of the most common cancers. Some individuals may need earlier or more frequent screenings depending on their risk factors.

Breast

Annual mammograms are recommended for women starting at age 40, or younger if at high risk.

Using your mobile phone, go to the camera feature to scan the QR code to find out if you are a candidate for this screening or visit **MedStarHealth.org/BreastHRA.**



Colorectal

Screenings are recommended for all adults starting at age 45, or younger if at high risk.

Using your mobile phone, go to the camera feature to scan the QR code to find out if you are a candidate for this screening or visit **MedStarHealth.org/ColonHRA.**



Lung

Screenings are recommended for adults ages 50 or older who have smoked a pack of cigarettes a day for 20 years or more and currently smoke or quit less than 15 years ago.

Using your mobile phone, go to the camera feature to scan the QR code to find out if you are a candidate for this screening or visit **MedStarHealth.org/LungHRA.**



“There is no reason to delay getting needed screenings,” says Dona. “At MedStar Health, we have comprehensive policies and procedures in place to not only ensure the safety of our patients and their families, but our providers and their loved ones, too. Get screened. It could be lifesaving.”

Most insurance covers the cost of these screenings. Screenings are also available at no charge for individuals meeting certain criteria.

To learn more about cancer screening locations or to find out if you might be eligible for free screenings, call the following: colon cancer and lung cancer screening - **410-350-8216**; breast cancer screening - **410-350-2066.**

Improving care **for multi-visit patients.**



Jenna Everett, PA-C

For the last few years, MedStar Health has been at the forefront of a growing movement to better serve the needs of the community by identifying barriers to care and addressing them in innovative ways.

One of these initiatives, initially launched in the fall of 2020 and now active at all four MedStar Health Baltimore hospitals, targets individuals known in the emergency department (ED) as multi-visit patients or MVPs. “The goal of the

MVP program is to improve care for these patients by understanding what is driving them to turn to the ED so frequently and finding ways to more effectively tend to their needs,” says Jenna Everett, PA-C, clinical leader of the Multi-Visit Patient program.

“These patients are typically among the community’s most vulnerable with many suffering from unmet medical, social, and behavioral needs,” she adds. “In fact, studies have shown that frequent ED use is a marker of higher mortality.”

The program works by identifying multi-visit patients in real time. When a patient with 3 prior visits in the last 90 days arrives in the ED, an ambulance icon appears in the department’s patient management system next to the individual’s name. That system is consistently monitored by the community health advocate or social worker on duty.

“They attempt to meet with the patient to assess their needs, and, if possible, link them to resources immediately. The assessment is documented in the patient’s medical record,” Everett explains.

“Then every two weeks, the MVP team meets to review cases and determine which patients could benefit from a more comprehensive, integrated approach to their care. This interdisciplinary team includes nursing staff and emergency and primary care providers, as well as community health advocates, social workers, peer recovery coaches, and behavioral health associates. Together, we develop a plan of care to address the patient’s clinical, social, and behavioral needs and reach

out to that individual to help meet those needs before they end up back in the ED.”

The MVP program is offered at MedStar Franklin Square Medical Center, MedStar Good Samaritan Hospital, MedStar Harbor Hospital, and MedStar Union Memorial Hospital. Since the program began, more than 250 MVPs have been identified who are now benefiting from this more holistic approach to health. “Through this work, we’ve seen huge successes with patients—helping them connect to new primary care providers, linking them to housing, and even coordinating insurance coverage for outpatient care,” she notes.



Carrie Clark, a community health advocate at MedStar Franklin Square, discusses transportation options with a patient so she can visit her primary care provider instead of going to the emergency department for non-urgent health concerns.

“We meet patients where they are,” says Everett. “Seeing what works for them, and trying to recognize the true needs underlying their ED use—this has been integral to the program’s success. The key is to recognize that patients come to the ED because there is often something they need and they don’t know where else to turn. The goal of this program is to help the patient meet those needs—even if it’s outside the traditional scope of emergency care.”

For more information about our services, visit [MedStarHealth.org/CommunityHealth](https://www.MedStarHealth.org/CommunityHealth).

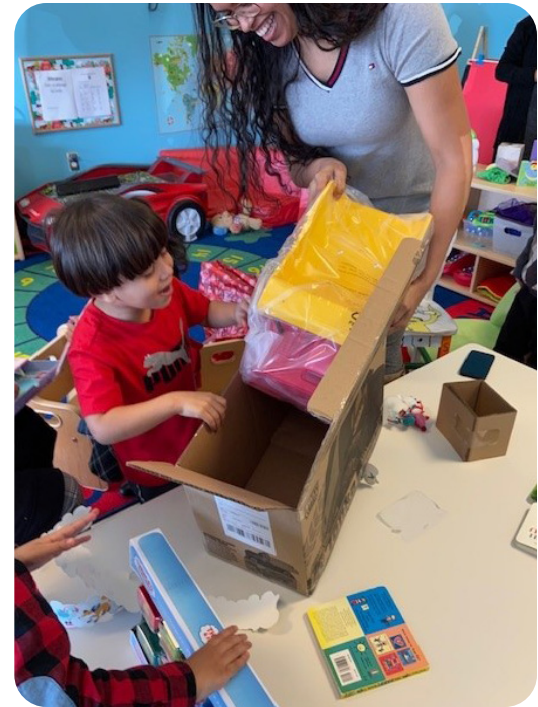
Connecting with our community.

Population and Community Health teams throughout the Baltimore region are dedicated to connecting neighbors with programs and services. Whether it's providing health information about tobacco cessation, diabetes prevention, and mental health materials—printed in English and Spanish—or sharing resources that can help with food disparities, legal services, or housing, our teams are bringing support to your neighborhoods.

Below are some of our recent outreach events.



▲ Tricia Isenock, BSN, MS, RN, regional director of Population and Community Health Care Transformation, received the Chesapeake Gateway Chamber of Commerce's 15th Annual Salute to Hometown Heroes award. The award honors those who have shown courage in the face of a disaster or emergency. Under Tricia's leadership, creativity, and dedication during the pandemic, MedStar Franklin Square Medical Center continued to provide support services to thousands of residents in the Eastern Baltimore County community and beyond. For more information on our programs, visit [MedStarHealth.org/CommunityHealth](https://www.MedStarHealth.org/CommunityHealth). Pictured from left to right: Team members Karen Polite-Lamma, MSN, CTTS, RN; Becky Hartnett; Tricia Isenock; Beth Kegley, RN; and Phyllis Gray.



▲ Associates at MedStar Franklin Square Medical Center, including members of our Community Health and Food and Nutrition teams, provided wish-list gifts and meals to families from Fontana Village and the Center for Family Success. We were able to provide gifts to 157 children and full holiday meals to 58 families. ▼



◀ The Community Health advocate team at MedStar Franklin Square Medical Center recently assisted the Community Assistance Network by unpacking food in its warehouse, helping with food distribution, and grocery shopping for its clients.

Community class schedules.

At MedStar Health, we care about the health and wellness of our community. One of the ways we try to keep you healthy and active is by offering a variety of free and low-cost special classes, events, and screenings at our local MedStar Health hospitals. They include the following:

CANCER PREVENTION

Breast and Cervical Cancer Screenings

Free mammograms, clinical breast exams, and pap tests for women ages 40 and older who live in Baltimore City.

Call **410-350-2066** for details.

Colon Cancer Screening

Free colon cancer screenings for men and women ages 45 or older, or younger with symptoms or family history, who live in Baltimore City, or Anne Arundel, Baltimore, or Howard counties.

Call **410-350-8216** to learn more.

Lung Cancer Screening

Free lung cancer screenings for women and men ages 50 or older, who currently smoke or have quit in the past 15 years, and live in Baltimore City or Anne Arundel County.

Call **410-350-8216** for more information.



DIABETES PREVENTION AND EDUCATION

Diabetes Prevention Program

A program for people with pre-diabetes, who want to reduce their risk for type 2 diabetes. Lifestyle change, 12-month program. Offered virtually or in person.

Call **855-218-2434** for details.

Diabetes Education

If you have diabetes, our educational classes can teach you about self-

management of your disease, medical nutrition therapy, continuous glucose monitoring, and more. Virtual appointments are available.

Call **443-777-6528** for MedStar Franklin Square Medical Center; **443-444-4193** for MedStar Good Samaritan Hospital; and **410-554-4511** for MedStar Union Memorial Hospital appointments.

Gestational Diabetes Education

This class will assist gestational diabetic women with maintaining blood sugar control through monitoring, diet, exercise, and medication instruction (if needed) for a safe pregnancy.

Call **443-777-6528** to learn more.

HEART AND LUNG HEALTH

Cardiac Rehabilitation

Pulmonary Rehabilitation

Call **443-444-3397** for more information.

Phase III General Exercise Program

Call **443-444-3881** for more information.

Congestive Heart Failure Clinic

Call **443-444-5993** for details.

SUPPORT GROUPS

Contact the emails below to see if the group is virtual or in person.

Amputee Support Group

Email jennifer.mcdivitt@medstar.net for details.

Concussion Support Group

Email kate.c.gerber@medstar.net for details.

Diabetes Support Group

Email debbie.kavanagh@medstar.net for details.

Stroke Support Group

Email kate.c.gerber@medstar.net for details.



WELLNESS AND PREVENTION

Tobacco Cessation

Learn to quit smoking with support from our certified tobacco cessation experts. Free virtual or in-person classes.

Call **855-218-2435** or visit [MedStarHealth.org/StopSmoking](https://www.MedStarHealth.org/StopSmoking).

PARKINSON'S DISEASE FITNESS

Aquatics for Parkinson's Disease

Rock Steady Boxing

Call **443-444-4600** for details.

BIRTH AND FAMILY SERVICES

Birth and family services are offered within the MedStar Health, Baltimore region at MedStar Franklin Square Medical Center and MedStar Harbor Hospital.

Take our virtual tours by scanning this QR code with your mobile phone camera feature:



CLASSES

Prepared Childbirth Weekend Express or 4-Week Series

Preparing mother and her birth partner for labor and childbirth. Offered 1 full day or as a 4-week series (1 night/week).

Breastfeeding: Facts, Myths, and Techniques

Taught by a board-certified lactation consultant to help you get breastfeeding off to a good start.

Breastfeeding Support Group (virtual)

Facilitated by nurses who are lactation consultants, this group can not only provide clinical support to new moms but also provide a place for moms to build relationships. For a private online invitation, email susanna.k.derocco@medstar.net.



Infant Care and Safety

For expectant and new parents, grandparents, and babysitters. Learn bathing, diapering, and other skills to care for your baby.

Infant and Child CPR

Ideal for expectant parents, daycare providers, and loved ones caring for your baby.

Infant and Child First Aid

Classes can be taken separately or together with CPR (discount applies if taken at the same time). These classes meet the state requirement for daycare providers.

To learn more and register for these classes, visit [MedStarHealth.org/BirthFamilyClasses](https://www.MedStarHealth.org/BirthFamilyClasses) or scan this QR code:

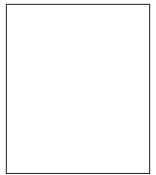
You can also call **888-746-2852** or email beth.kegley@medstar.net.





MedStar Health

5601 Loch Raven Blvd. • Baltimore, MD 21239
MedStarHealth.org/AdvancingHealth
855-218-2435



MedStar Health Social Needs Program

Find the resources you need and get connected...all in one place.

Education, employment, food security, housing, safety, social support, and transportation are all factors that affect health and well-being. Yet many individuals and families struggle to address these needs on a daily basis. The MedStar Health Social Needs program can help.



SocialNeeds.MedStarHealth.org is an online tool used to easily and quickly connect those in need with free or low-cost resources and services in their community. This publicly accessible tool allows community members to search for various services for themselves or on behalf of family members, friends, or neighbors. Meal delivery, medical care, rent, ride-share programs, and utility assistance are just a few of the search options available by zip code in a wide range of languages.

Social needs program.

Find the resources you need and get connected... all in one place!



SocialNeeds.MedStarHealth.org

To connect to the resources and services you need, visit **SocialNeeds.MedStarHealth.org**