



## Connecting patients to essential services.

An innovative program developed by MedStar Health in 2017 is successfully connecting some of Baltimore's most in-need residents to hospital-based community health advocates (CHAs) who ensure they receive not only routine primary health care but vital community services.

Called the Community Health Advocate program, the goal is to serve the needs of the community in a holistic way. The program is designed to support patients by engaging them in care and keeping them out of the hospital for chronic conditions, as well as helping them navigate the complex web of social services.

Offered at all four of MedStar Health's hospitals and affiliated clinics in the Baltimore area, the program now employs 28 full-time CHAs who live in the communities they serve and are therefore well suited to assist in-need patients with accessing resources.

CHAs are integrated into each hospital's case management teams and participate in post-discharge care planning for patients who are identified as most likely to need support after they leave the hospital.

"Many of the individuals we work with here have non-medical challenges that can interfere with and thus impact their health."  
—Demeeka Wills, CCHW, Community Health Advocate at MedStar Franklin Square Medical Center

### Letter from the president.

At MedStar Health, we are committed to serving the full range of our patients' needs. Through initiatives like our Community Health Advocate program featured in this report, we are able to expand our offerings by linking patients who come to us for care to needed social services.

Connecting our patient populations and communities to the resources they need to live healthier lives is integral to what we do. It's how we treat people.

We thank you for your support. Wishing you good health,

Stuart M. Levine, MD, FACP  
President,  
MedStar Franklin Square Medical Center  
Senior Vice President,  
MedStar Health  
Pronouns: He/Him/His



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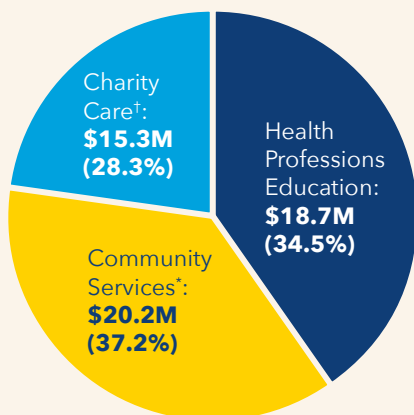
**Eric C. Washington**

Once these patients are discharged, the CHAs help link them to community-based services that can assist with social needs such as housing, food access, and utility assistance. The CHAs also provide ongoing support during home visits, helping to ensure that patients are not faced with barriers that might interfere with their health or accessing care. They share their experiences, which are often similar, and help forge relationships with their patients.

Demeeka Wills, CCHW, a CHA at MedStar Franklin Square Medical Center, sees the positive impact the program has on a daily basis. "Many of the individuals we work with have non-medical challenges that can interfere with and thus impact their health. We help them with anything they might need. They truly appreciate having someone they know and can trust to turn to for help."

Since the program began, the CHAs have helped patients who have been threatened with turn-off notices keep their power on. They've helped patients receive aid to retrofit homes to increase mobility and independence. They've helped patients sign up for food stamps and connected primary caregiver family members with financial resources.

"The patients we assist are so grateful and thankful. It is very heartwarming," says Wills. "Our goal is to make sure they are being helped in the best possible way."



## 2022 Community benefit contribution: \$54.3M

\*Includes subsidies, community health improvement services, community building activities, financial contributions, and community benefit operations  
†Includes Medicaid assessments

To learn more about the community health programs at MedStar Franklin Square Medical Center, please visit [MedStarHealth.org/CommunityHealth](https://www.MedStarHealth.org/CommunityHealth)

### It's how we treat people.