



Mt. Washington  
Pediatric Hospital



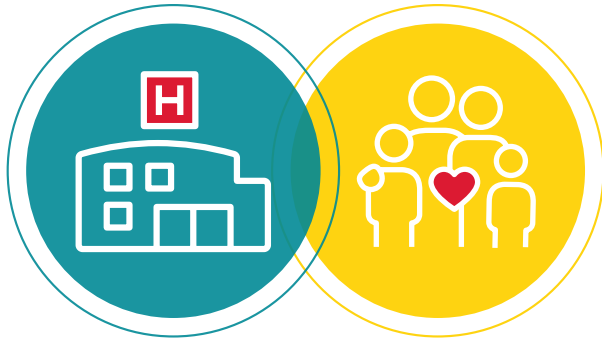
# COMMUNITY HEALTH

— Improvement —

# Report

2020

Mt. Washington Pediatric Hospital (MWPH) is a specialty care hospital serving newborns to young adults with a variety of medical and rehabilitative needs. With 102 beds and a workforce of nearly 700, MWPH is a recognized leader in pediatric specialty care, treating more than 8,500 patients annually.



## A MESSAGE TO OUR COMMUNITY

**Mt. Washington Pediatric Hospital** (MWPH) is a specialty care hospital serving newborns to young adults with a variety of medical and rehabilitative needs. With 102 beds and a workforce of nearly 700, MWPH is a recognized leader in pediatric specialty care, treating more than 8,500 patients annually.



In times of great stress and strife, Mt. Washington Pediatric Hospital (MWPH) is privileged to be there for everyone in our community: patients, families, and local residents alike. This year, our hospital's community benefit mission has proven to be more important than ever. Our hospital provides pediatric specialty care in Baltimore, Harford County, Prince George's County, and the surrounding region – and we are committed to safeguarding the well-being of everyone in the communities we serve.

COVID-19 has been a once-in-a-generation challenge that we have all faced together. Our hospital's leaders, staff, and volunteers demonstrated their unwavering dedication to children and families during this crisis. They have also shown their ability to adapt to rapidly changing circumstances as they reimagined and refocused community benefit programs to align with new and urgent needs.

In this year's Community Health Improvement Report, we are proud to share how we have pivoted and adapted our robust community benefit programming to respond to this new reality. You'll read about the many and varied ways we helped to reduce COVID-19's impact on vulnerable communities in our region. You'll also learn about how we are implementing new programs to meet the health priorities identified by our Community Health Needs Assessment by forming new partnerships, including a backpack and sneaker drive, flu clinics, online seminars, and more. This report also provides updated information about our Community Health Needs Assessment and Implementation Plan.

As a jointly owned corporate affiliate of the University of Maryland Medical System (UMMS) and Johns Hopkins Medicine, MWPH provided \$1.8 million in community benefit services in fiscal year 2020. No matter what the future brings, MWPH will be here to support the community we serve, helping to bring access to specialty health care to every child who needs it.

Sincerely,



**Sheldon Stein**  
President and CEO  
Mt. Washington Pediatric Hospital



**Rachana Patani**  
Director of Community Benefit Programs  
Mt. Washington Pediatric Hospital

# Health Priority Met: Access to Health Care

In July of 2019, under the forward thinking leadership of our President and CEO, MWPH expanded on our commitment to improving the health and well-being of all children who are ill, injured or in need of help by forming the Community Health Advisory Board (CHAB). The purpose of the advisory board is to guide the MWPH Community Benefit and Injury Prevention Program in helping to plan, develop and implement community outreach programs to improve the health equity of the communities we serve.

Members of CHAB are hand selected from Baltimore City and Baltimore County community organizations, advocacy groups, elected officials and MWPH executive leadership. The group addresses the disproportionate unmet needs of the hospital's primary and secondary service areas.



Founding Members of MWPH Community Health Advisory Board (CHAB).

To date, the group has identified and addressed eight key health needs in the Park Heights neighborhoods and beyond. Including, kicking off the needs assessment for an on-site primary health clinic at Pimlico Elementary/Middle School, addressing mental health and substance abuse in Baltimore City and meeting the immediate needs of the underserved children during the school year.

To learn more, email [rachana.patani@mwph.org](mailto:rachana.patani@mwph.org)

## Current CHAB Members

(All not pictured in photo above)

- Shelly Stein, President/CEO, MWPH
- Jill Feinberg, MWPH
- Edward Perl, MD-MWPH Foundation Board
- Matthew Cohen, MWPH Foundation Board
- Travis Ganunis, MD, MWPH Foundation Board
- Eli Getzoff, PhD, MWPH Psychology
- Valerie Matthews, Catherine's Family & Youth Services
- Kisha McCray, Y of Central Maryland
- Trina Adams, Free Tree
- Malkia Pipkin, BCPSS
- Jameliah Blount, H.E.Y. Hub/GBT Delegate
- Tony Bridges, Dist 41, Baltimore City
- Councilman Isaac "Yitzzy" Schleifer, Dist. 5 Baltimore City
- Ruth Ann Norton, GHHI
- Michelle Hanover, MSW, MWPH
- Abigail Malischostak, JVC
- Jimmy Mitchell, Arlington Elem
- Kaliq Simms, Park Heights Renaissance (PHR)
- Brianna Dorsey, Pimlico Elem/Middle
- Rachana Patani, MWPH
- Lauren Brown, MWPH



Monte Sanders, MBS Fitness Founder and CEO with students at Pimlico Elem/Middle.



MWPH Community Benefit Team reaching the homeless with resource drives.

# Health Priority Met: Health Literacy and Chronic Disease Prevention

To help our community take control of residents own well-being and make smarter health care choices, MWPH partnered with multiple community organizations, providers and advocacy groups to support and implement programs and policies that create a healthy environment.

## Outreach Events

MWPH participated in more than 48 community events including health fairs, health assessments, support groups and advocacy events.

## Disease Prevention via Flu Clinic

Nearly 250 flu vaccines were administered to both adults and children in Baltimore City and Prince George’s County (reaching the MWPH satellite location) along with education on hand washing and hygiene.

## Advocacy

In communities across Maryland, MWPH has been a leading voice on the health and well-being of children and their families. Last year, the hospital supported three state level policies to improve health literacy and chronic disease prevention. Including,

- Channing’s Law – Care of Medically Fragile Children
- Health Insurance – Telehealth – Delivery of Mental Health Services
- Infant Lifetime Care Trust Act – Guarantee care for infants and children needing long-term care for neurological injuries.



Nutrition and Health Education in the Community.



Car Seat Safety Education at the Maryland Zoo in Baltimore.



Disease prevention through vaccination clinics.



Advocating for medically fragile children with Maryland Senator Clarence K. Lam and Mia Matthews.



Sen. Antonio Hayes and Asia Williams from Office of Del. Tony Bridges With Linda Hutter, RN touring MWPH.

# Health Priority Met: Mental Health

## Starting the School Year on the Right Foot with a Backpack and Sneaker Drive



Pictured (L to R), Del. Tony Bridges-Dist. 41 Baltimore City, Rachana Patani, Alison Cohen-Priority Automotive Group, Representatives from Wishlist Depot, Casandra Vaughn, PhD, Jay Claxton.

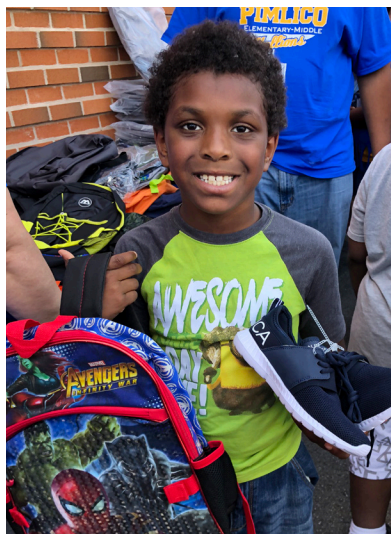
At the start of each academic year, MWPH has participated in backpack drives that have provided new backpacks and school supplies to kids in the community. Thanks to a partnership with a dynamic team of community leaders and advocates, the hospital's backpack drive got a creative upgrade for the 2019 school year.

As members of MWPH's Community Health Advisory Board, Jay Claxton, Casandra Vaughn, PhD, and Delegate Tony Bridges of Maryland's 41st District worked with MWPH to advance its community benefit activities.

"We had done toy drives in past years, and in 2019, we wanted to add a backpack and sneaker drive to our efforts," said Dr. Vaughn.



More than 400 sneakers distributed for the 2019 school year.



Student at Pimlico Elem/Middle.

For families on tight budgets, a stylish new pair of sneakers for the first day of school is not always possible. Kids may feel embarrassed or worry about others making fun of them – all of which can take a student's focus away from the most important part of school: learning.

"I'm a firm believer in passing your blessings forward," Claxton said. "When kids feel like they look good, they feel good as school starts. A new pair of sneakers can give a child a sense of pride and dignity that will help them start the school year off right."

**864** Backpacks  
**456** Sneakers

The team collected 450 pairs of name-brand sneakers, and nearly 1,000 backpacks with supplies inside. Then, at a local Park Heights community back-to-school event, they distributed the shoes and materials. Claxton DJed the celebratory event, which served students from Arlington Elementary and Pimlico Elementary/Middle School.

"I love helping to build up communities. Whenever we can do something that really helps kids, I am all for it," Delegate Bridges said. "For a kid to have something else brand-new on the first day of school – that is impactful."

Every parent wants the best for their child – I was overwhelmed because I couldn't afford what he needed to succeed.

**Thank you for making sure my child had what he needed for a good education and a confidence in himself to thrive –**  
thank you!

- Jackie L.

# Health Priority Met:

## Access to Healthy Foods, Health Literacy, Access to Health Care/Mental Health

COVID-19 brought unique challenges to our community. Through it all, MWPH has been there to meet the needs of families in our region.



Food drive at one of seven local schools.

The overarching goal of any community benefit initiative is to meet the community’s needs. In 2020, that mandate is more important than ever, as our region – like so many others across the country – grappled with COVID-19’s devastating effects. At MWPH, our team answered the call with dedication, creativity, and flexibility.

“Many of our typical community benefit projects, which are in person and hands-on, were not workable in the age of COVID-19. At the same time, our community had specific and urgent needs as the pandemic unfolded,” said Rachana Patani, the hospital’s director of community benefit programs. “To respond, we focused on adapting quickly and effectively with a range of new programs, as well as new ways of delivering existing programs.”

### Food

Food insecurity was a significant community need, as shortages, lockdowns, and layoffs made it difficult for families to access, or afford, fresh food. At the same time, state-run organizations weren’t able to meet the increasing need. The hospital responded by prioritizing food insecurity to help fill the gap, partnering with schools, churches, and community centers to provide fresh produce and other staples.

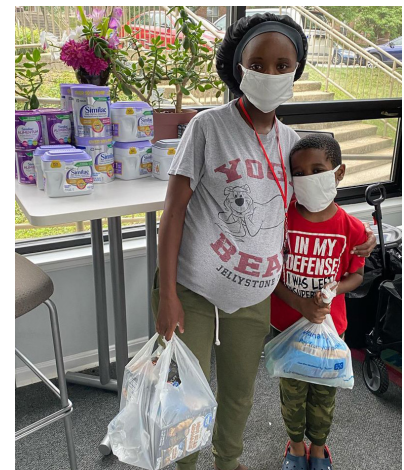
“Our food pantry has been operating on a weekly basis since COVID hit, which is twice as often as we did before. For the first three months of the pandemic, we were averaging more than 450 people per week lining up for food,” said Jimmy Mitchell, community school coordinator at Arlington Elementary/Middle School. The hospital provided nearly 4,500 pounds of fresh produce and nearly 20,000 pounds of non-perishable food each week, plus volunteers to help with food distribution.

The hospital has donated more than 265,000 meals to help address food insecurity in the community.



Food drives at local community.

**3,626**  
diapers, wipes  
and baby formula



Baby food and diaper distribution at local community center.

### Baby Essentials

For families with young children, essential needs extend beyond food. Diapers, wipes, and formula are just as important – and can get expensive fast. MWPH stepped up to partner with Arlington and other elementary schools in the Park Heights neighborhood to make sure that families had access to those items.

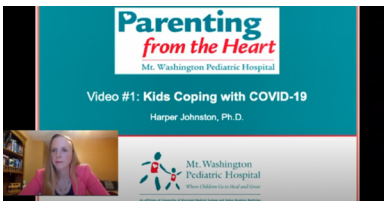
“The need for diapers was tremendous. Those things are almost like food,” Mitchell said. “We easily had 200 people a week lined up for diapers during each food pantry. MWPH’s contribution really met a need.”



More than 20,000 pounds of food distributed within the first two months.



Partnering with Arlington Elem/Middle and Weekend Backpack Program for the Homeless.



Virtual Parenting Seminars on Coping with COVID-19.

**3** virtual mental health seminars

### Mental Health

“There are so many stressors facing families right now,” said Harper Johnston, PhD, pediatric psychologist at MWPH. “Quarantine mental health support needs are different from mental health support needs in other situations. This is the first time that everyone – everywhere – is experiencing loss and uncertainty – with no end in sight.”

To address these stressors, MWPH took a multifaceted approach. The hospital converted its popular Parenting from the Heart seminars to virtual workshops, giving families tools they can use to help their children thrive during this challenging time. The psychology team also conducted outreach, education, resource distribution, and online support to bridge the gap in services during the pandemic.

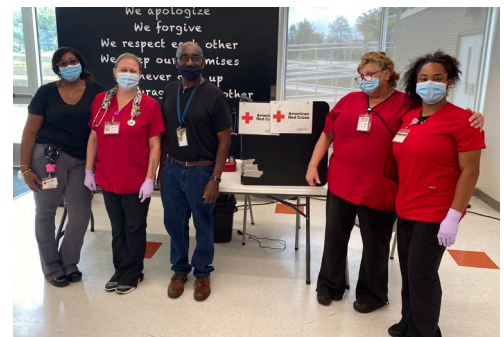
### Blood Drives

During 2020, the country faced a nationwide blood shortage. COVID-19 made that shortage more severe, as thousands of community blood drives were canceled and more people opted to postpone blood donation. Since blood drives account for about 80 percent of the nation’s blood supply, according to the American Red Cross, widespread cancellations wreaked havoc.

MWPH teamed up with the University of Maryland Medical System to conduct community blood drives that would help to address this need. As the pandemic continued, MWPH expanded the blood drives, hosting standalone events at local schools. “This was the first time our school has ever conducted such a partnership, with a blood drive. MWPH was charting new territory to address a wide range of needs,” Mitchell said.

MWPH held nine blood drives to address critical blood shortages in Maryland and nationwide.

**9** blood drives



American Red Cross blood drives in the Park Heights Community.

**Prevention**

As we learned more about COVID-19 as a country, several simple preventative measures have helped people minimize their risk of catching, or spreading, the virus. Some of these measures, like maintaining a safe distance from others and avoiding crowds, can be done without any equipment. Others, like washing hands, disinfecting frequently touched surfaces, and wearing a mask, require supplies like soap, sanitizers, and masks or face coverings.

**4,136** masks

MWPH supported our community’s preventative efforts by gathering and distributing needed supplies. The hospital distributed masks – especially child-size masks – as well as soap and sanitizer. Providing these supplies made prevention guidelines possible, helping to keep the children and families in our community healthy.

MWPH’s DIY mask drive collected more than 4,000 adult and children’s masks.



Masks, hand sanitizers and hand washing education at local schools.

**Life-Changing Impact**

The impact of MWPH’s efforts has been immediate and significant. In an environment in which many local safety net programs were forced to suspend normal operations, MWPH helped to bridge the gap.

“It had a big impact – I would call it a blessing,” Mitchell said. “The MWPH team rolled up their sleeves and jumped in, saying, ‘We’re here till the end.’”

Patani agrees. “This is true community benefit – going beyond the hospital’s walls to help where it’s needed most, however that need manifests itself.”



Above/Below: Partnering with local and national organizations to reach the most in need.





## Health Priority Met: **Substance Abuse/Behavioral Health**

Baltimore City leads the state in opioid-related deaths, reporting 639 deaths in the first nine months of 2019. To combat the opioid overdose crisis, the MWPH Community Benefit team, along with the hospital's Education department, joined forces with the Baltimore City Health Department and Commission for Women to adopt a two-pronged strategy to decrease opioid related deaths: Save lives with naloxone training and fight stigma of addiction through community health education. When administered to an individual experiencing an overdose, naloxone reverses the effects of the opioid, allowing more time to call for first responders.

The group sponsored a workshop at the War Memorial in October followed by a naloxone (narcan) Train the Trainer at MWPH in December. Thirteen MWPH associates became narcan education/

administration trainers and will be able to join the fight in offering both naloxone medication and education where it is needed most – in the community.



Baltimore City Health Department and Baltimore City Commission for Women NARCAN Training and Train the Trainer workshop.

## Health Priority Met: **Violence and Child Maltreatment**

Since the inception of the MWPH Car Seat Program in 2017, MWPH Child Passenger Safety Technicians (CPST) have educated nearly 1,800 families on the proper use and installation of their child's car seat – reducing the risk of injury and even death.

In FY2020, MWPH educated nearly 350 families on the importance of proper selection, direction, location, installation and harnessing of car seats.

Going beyond education and hands-on installation, the program also offers low-cost car seats for patient families who are unable to afford a car seat as well as resources to free ones from Safe Kids® Maryland.



MWPH Car Seat Program in the community.



## Health Priority Met: **Transportation**

Lack of transportation has been identified by Baltimore City residents as a significant barrier to health care. Working together with multiple departments including Security and Patient Family Relations, the hospital has been able to fill gaps of services and resources to help our families increase the access of care for their children they desperately need. This includes providing free shuttle transports to patients, families and visitors to designated Baltimore City locations as well as providing free Uber®, Lyft® or Taxi vouchers for non-designated sites.

# Community Health Needs Assessment (CHNA)

**In July 2017, the MWPH Community Empowerment Team met to review data and discuss priorities that MWPH would focus on for the next three years.**

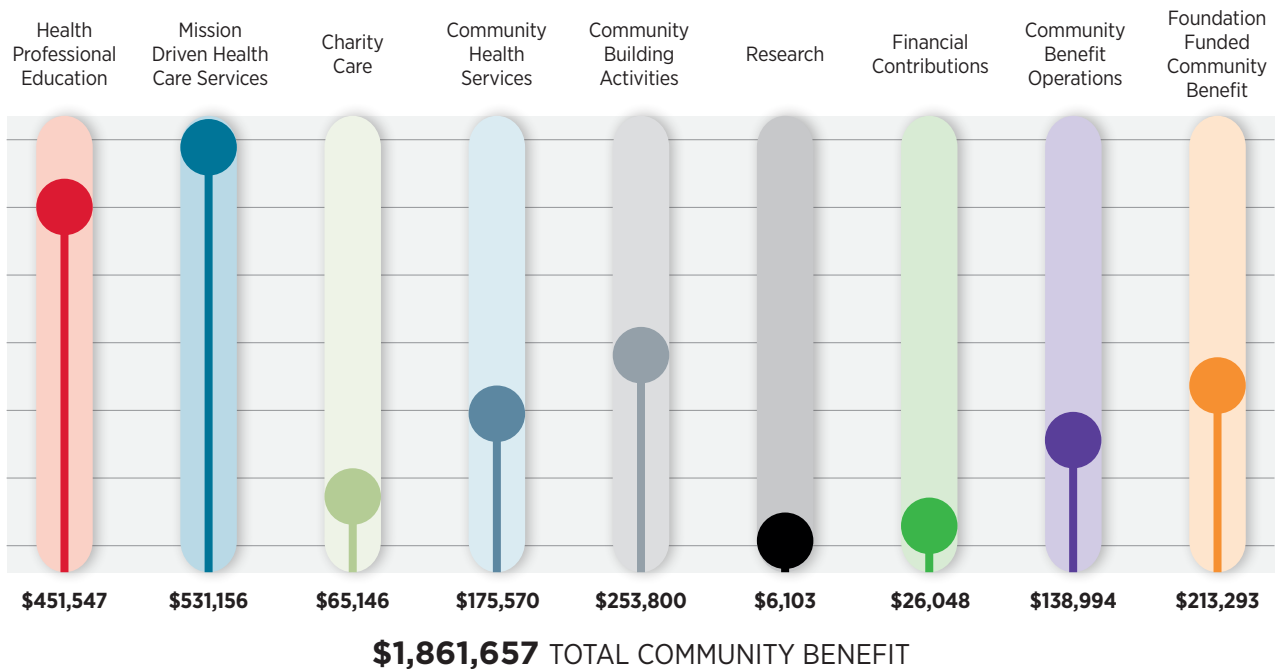
Analysis of all quantitative and qualitative data identified these seven areas of need within Baltimore City. These top priorities represent the intersection of documented unmet community health needs and the organization's key strengths and mission. The priorities listed below were identified and approved by the MWPH Community Empowerment Team and Hospital Board (6/14/18) and validated by health experts from the Baltimore City Department of Health, local schools of medicine, nursing, rehabilitation, social work and MWPH employees who engage in community affairs.

MWPH priorities were identified as follows:

1. Health Literacy/Chronic Disease Prevention Education
2. Violence & Child Maltreatment
3. Behavioral Health & Substance Abuse
4. Access to Health Care
5. Mental Health
6. Obesity and Access to Healthy Foods
7. Transportation



## Financials





**Social Determinants of Health Identified as Priorities/Unmet Community Health Needs:** There were several social determinants of health or external factors identified as “primary needs” or “root causes” in the prioritization process. These included: health equity, poverty/unemployment, and housing. These priorities will be identified in the implementation plan as “Community Support Services.” It is impractical for MWPH to prioritize these as part of the CHNA, given the inability to make a considerable impact in a three-year period.

**Community Engagement:** To engage the community, MWPH collaborated with other Baltimore City hospitals to collect 4,755 surveys. MWPH collected 1,236 of its own responses through surveys at public events. MWPH also held 10 focus groups, local health improvement meetings, and discussions with health experts.



**Define the Community:** To specify the geographic focus and population characteristics for the scope of the assessment and implementation strategies, MWPH accessed data by ZIP code (top 60% of admissions/outpatient visits), census tract, and the Baltimore City Health Department Neighborhood Profile data. The team also connected with the parents of children with special health care needs through The Parents Place of MD and hospital support groups to truly understand their concept of community.



**Financial Assistance Policy**

If you cannot pay for all or part of your care from our hospital, you may be able to receive free or lower cost services. For a free copy of our financial assistance policy and application, visit [www.mwph.org/patientsandguests/financial/assistance](http://www.mwph.org/patientsandguests/financial/assistance), 1708 West Rogers Avenue, Baltimore, MD., 21209-4596, or call 410-578-8600. If you have questions, need help applying or need help in another language, call 410-578-8600.



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