

TRANSFORMING HEALTH CARE

FISCAL YEAR 2020
ACCOMPLISHMENTS



UPMC | WESTERN MARYLAND

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240.964.7000 | [UPMCwesternmaryland.com](https://www.upmcwesternmaryland.com)



Fiscal Year 2020 delivered excitement, pride, fear and resilience. We continued through the due diligence process in preparation of the UPMC integration which became official on February 1. Shortly after the integration celebration which took place in mid-February, COVID-19 turned the world upside down and placed us into uncharted waters with little navigation for the course. Our fortunate timing to integrate with UPMC, one of the nation's leading integrated health systems - nationally ranked in many clinical specialties - allowed us to approach the pandemic with the necessary tools and expertise to successfully face the unknown in this community. Our staff continues to go to great lengths to maintain a safe environment by embracing the changes affecting our world and establishing innovative and strategic advantages for delivering high-quality health care in this region for years to come.

I've seen our board of directors and our employees make great strides as we transformed our hospital system over the years. Their contributions and accomplishments to advance quality and all-around experience with patients, families and one another make me so proud of what we have done together. I am so very proud of the role that our board, medical staff, employees and this hospital system have played in the community. They have provided quality, patient-centered care in a state-of-the-art hospital, which is the region's largest employer and contributes more than \$300 million annually to the economy. Our value-based care delivery model has received national recognition as we implemented many population health initiatives aimed at improving the health and well-being of people in the communities we serve.

As I announced in early August, I will be preparing for my retirement in early 2021, and as this pandemic is still unfolding, our success in facing challenging times

has improved the level of care we provide to our communities. Over the last three decades working for this health system, it has been an honor and privilege to see the strength of our stakeholders working together as a tremendous team who care deeply for our patients. I know that UPMC Western Maryland will continue strong into the future.

To all of the employees, as well as our friends and partners in the community, thank you for making my tenure here both personally and professionally rewarding.

A handwritten signature in black ink, which appears to read 'Barry Ronan', written in a cursive style.

Barry Ronan
UPMC Western Maryland
President





MISSION

We are dedicated to providing patient-centered care and improving the health and well-being of people in the communities we serve.



VISION

UPMC Western Maryland is recognized as the:

- *Best Place to Deliver Quality Patient Care*
- *Best Place to Work*
- *Best Place to Transform Care Delivery*
- *Best Place to Reduce the Total Cost of Care*
- *Best Place to Refer Patients*



CORE VALUES

INTEGRITY	Demonstrate honesty and straightforwardness in all relationships
INNOVATION	Pursue continuous improvement through creative new ideas, methods, and practices
COMPASSION	Show care and kindness to all we serve and with whom we work
ACCOUNTABILITY	Ensure effective stewardship of the community's trust
RESPECT	Demonstrate a high regard for the dignity and worth of each person
EXCELLENCE	Strive for superior performance in all that we do

UPMC INTEGRATION

On February 1, Western Maryland Health System officially became UPMC Western Maryland, merging into the UPMC hospital network to ensure a future of high-quality patient care for communities in western Maryland and the surrounding region for generations to come.

In 2018, WMHS and UPMC joined together in a clinical affiliation to work cooperatively to enhance health care services and to strengthen the delivery of quality care, transform care delivery and reduce the total cost of providing care in the community. In March 2019, the Boards of Directors of both WMHS and UPMC signed a non-binding letter of intent to negotiate an affiliation agreement. Following a nine-month regulatory review and due diligence process by WMHS and UPMC, the Boards co-signed a binding integration and affiliation agreement on January 15, 2020, setting February 1 as the target date for finalizing the affiliation.

UPMC committed to make certain capital investments to enhance services and upgrade facilities in the western Maryland region. These investments by UPMC, along with investments that the WMHS Foundation has made and continues to make, will help ensure that UPMC Western Maryland will continue to provide state-of-the-art, quality health care for residents, as well as maintain its position as the largest employer in the region for years to come.



The John Burkey Making Memories Fund granted the wish of Sam Wakefield, a patient at the Schwab Family Cancer Center, to celebrate his daughter's birthday with family and friends. The party, organized by the WMHS Foundation, was held at Rocky Gap State Park. Shown here is Sam with his wife, Kimberly, and daughter, Hayley.

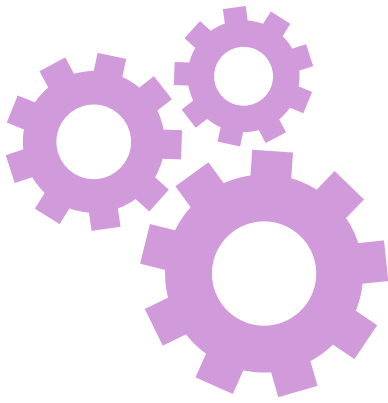
IMPROVING THE PATIENT EXPERIENCE

- Opened an urgent care location in McHenry, Md., to serve residents in Garrett County and expanded services at the South Cumberland and McHenry sites to include occupational and diagnostic services.
- Partnered with SurgCenter of Western Maryland, LLC to provide access to a wide range of specialties including Ear, Nose and Throat, Gastroenterology, Orthopedics, Ophthalmology and General Surgery and enhance the principles of value-based care, providing cost-effective quality care in the most appropriate location and allowing us to expand our continuum of care for patients within our community.
- Introduced the opportunity for nursing graduates to begin their career at UPMC Western Maryland as a graduate while waiting to take their board exams.
- Created a systemwide Service Excellence Refresher and recommitment to Service Excellence standards.

- Received a \$170,000 endowment gift to Pastoral Care by the Sara Jane Rawlings Trust Fund. This endowment will help UPMC Western Maryland purchase toys and stuffed animals for children in the hospital and provide resources to give to patients and employees who are seeking assistance.
- Increased post-cardiac catheterization and IVC/IVR procedures to the Observation Unit during off hours, weekend and holidays to provide continuity of care for these patients.
- Created the John Burkey Making Memories Fund to provide "life moments" for patients with life-changing or terminal illnesses.
- Introduced the JITSi Meet, which is a safe virtual visitation app that provides a free video chat for patients to connect with their family during restricted visitations.
- Increased ongoing employee recognition with Wheel of Excellence/Values in Action/Peak Performer recognition.
- Implemented USACS (US Acute Care Solutions) into the integrated care model by providing emergency and hospital medicine services. This model creates a single, accountable team of physician leaders responsible for continuous improvement of patient care throughout the patient's stay from entrance into the Emergency Department until discharge, and even beyond.
- Championed a change in the Center for Medicare and Medicaid Services' policy that enables all Medicare-enrolled nurse practitioners in Maryland to certify home health services for Medicare beneficiaries as part of the Maryland Total Cost of Care Model.



Daniel Day, registered nurse, shares his delight in winning eight hours of paid time off after being recognized by Jamie Karstetter, Vice President/Chief Nursing Officer. Each week, three employees who have gone above and beyond to make a positive impact in the lives of our patients are invited to spin the "Wheel of Excellence".



INVESTING IN STATE-OF-THE-ART TECHNOLOGY

- Upgraded the Emergency Department with newer patient monitors, new waiting room furniture, paint and patient-education tools to enhance the patient experience.
- Invested in medical-grade 3D printing capabilities to help develop supplies or assist during a crisis.
- Completed a full version upgrade to the local telephone switch, which added more flexibility and resiliency to the hospital's tele-communication system.
- Funded a new CT scanner, which provided a cardiac-capable technology upgrade to advanced reprocessing of brain perfusions and cardiac studies.
- Enhanced software application for brain perfusion studies to forecast rapid reconstruction and the probability of large vessel strokes.
- Improved the overall management of newborns with neonatal withdraw syndrome by providing a new Eat, Sleep, Console Care tool.
- Implemented molecular testing for detection of the SARS-CoV-2 virus using the Cepheid GeneXpert system to provide a quick turnaround time to make informed quick treatment decisions.



This state-of-the-art surgical suite enables UPMC Western Maryland to use the most advanced technology for neurosurgery.

- Purchased a new radiography/fluoroscopy unit which uses less radiation and decreases the dose to patients.
- Invested and collaborated with other medical facilities to use a web-based secure system to share images to increase the patient's continuity of care.
- Upgraded MRI software to perform non-invasive prostate imaging.
- Upgraded Mammography to perform 3D tomosynthesis on all mammography imaging views.
- Upgraded security alarm and camera features throughout the health system for the safety of staff and patients.

CREATING HEALTHIER PATIENTS, EMPLOYEES AND COMMUNITIES

- Established the UPMC Western Maryland Palliative Care Program which has demonstrated an impact of reduced length of stay for those patients who receive a palliative care inpatient consult.
- Secured a \$100,000 SunLife Financial Grant, the only one awarded in the nation, to address food insecurity and diabetes.
- Registered 1,974 individuals who participated in 2,715 screenings or activities during the pilot of the Hometown Healthy Partnership, an initiative to improve the health and well-being of our community.
- Served and delivered over 2,500 meals to the community, including a new location in Fort Ashby, during the third Annual Thanksgiving Outreach Meal held in November.
- Launched a new program to promote healing after joint surgery. The Surgery Department and Food and Nutrition worked together to provide joint surgery patients immunonutrition shakes and offered consultations with a dietitian as part of pre- and post-surgery education.
- Engaged over 3,400 people to participate in activities promoting healthy lifestyles through the Community Wellness Department.
- Engaged more than 600 UPMC Western Maryland employees to complete 1,052 wellness activities prior to COVID-19 pandemic.
- Developed a variety of challenges to engage employees in wellness opportunities. These challenges included: The Healthy Holiday Challenge (253 completers), Mountain Maryland Peak Challenge (129 completers) and the Home Workout Challenge (38 completers).
- Established a partnership with MAC Living Well Center for Excellence and community providers to coordinate chronic disease offerings of evidence-based, self-management programs.
- Distributed 1,047 vouchers to the Farmer's Market on campus. Due COVID-19, a Virtual Farmer's Market was instituted that allowed employees to place orders and pick up on specified dates.
- Issued a community health needs assessment in conjunction with the Allegany County Health Planning Coalition to address priority health needs for 2020-2023.
- Enhanced offerings of the Community Wellness Department as a result of several staff becoming certified in the following programs: Mind-Body Medicine, Center for Mind Body Medicine Professional Training, Chronic Pain Self-Management Program, Diabetes Prevention Program and Getting Ahead.
- Hosted mind-body skills sessions to teach techniques for reducing stress and pain, increasing self-awareness, cultivating emotional and mental balance, stimulating creativity and developing effective coping skills. Two 8-week sessions were offered.



Volunteers pack hot meals during the Third Annual Thanksgiving Community Outreach dinner.



Jo Wilson (left), UPMC Western Maryland Vice President – Population Health, and Sheriff Craig Robertson (right) congratulate Evan Shockey, winner of the All-Star Speed Pitch Challenge as part of the Hometown Healthy Partnership.

- Facilitated an examination of emotional health which was done in collaboration with a Human Services class at Allegany College of Maryland.
- Offered the following community educational sessions: Life and Work Balance, Driving and Older Adults, Living with Hypertension, and Heart Healthy Mediterranean Diet.
- Supported Suicide Prevention and Memorial Walk.
- Hosted High-Intensity Interval Training (HIIT) classes for a total of 221 individuals (499 encounters) from July to mid-March.
- Offered a variety of fitness classes for employees and the community. At the beginning and end of each class, participants rated their energy level on a 10-point scale (1 = drained /10 = energized). The goal was to improve the energy level of each participant by the end of the class. This goal was achieved and the average energy gained by each participant was 2.6 on the scale combining all classes.
- Obtained 14,870 resources to help individuals address social determinants of health through the Wellness Ambassador Program. The program has a total of 50 trained members, added mental health and PRP services and has provided 4,000 hours of time at a value of \$101,720 (\$25.43 -national average of volunteer value).

- Provided, in partnership with the Human Resources Development Commission (HRDC), over 16,000 rides to patients who did not have access to transportation to medical appointments.
- Piloted, in collaboration with the Allegany County Detention Center, a new Bridges to Opportunity initiative, “Getting Ahead While Getting Out”. A total of 15 individuals completed the program, which is designed to enhance the work skills of inmates close to release.
- Hosted poverty simulation sessions with 194 participants. These sessions are aimed at providing a “real life” understanding of what those living in instability face on a day-to-day basis.
- Provided special prayer and counseling sessions for staff during the pandemic, including a special Easter and Passover video for prayer and National Day of Prayer event blessing with the Archdiocese of Baltimore. The Pastoral Care Department assists many families every year as well as staff for encouragement and comfort measures.



Bishop Adam Parker of the Archdiocese of Baltimore offered a blessing for staff during the National Day of Prayer. Bishop Parker was joined by UPMC Western Maryland President Barry Ronan along with Rev. Bruce McBride, Chaplain Seth Wharton and Father Eric Gauchat, OFM Cap, of the UPMC Western Maryland Pastoral Care Department.

PROVIDING QUALITY, COST-EFFECTIVE CARE

- Implemented the Rothman Index (RI) tool to improve the quality and effectiveness of the hospital and across the continuum of care. The RI updates real-time using vital signs, nursing assessments and lab results to calculate a universal score of patient condition and alerts staff to any slight change in the patient's condition before it becomes a serious complication.
- Completed first year in the Maryland Primary Care Program (MDPCP), which included quarterly reporting, embedding Psych and Care management in all primary care offices.
- Utilized group practice reporting option (GPRO) for quality measures for Performance Year 19 with a score of 71.15/100. Also reduced the cost of GPRO by 13% from PY18 reporting and increased performance rate on each measure.
- Recruited key full-time medical staff positions for nephrology, neurology, psychiatry, oncology, palliative care, urology and cardiology.

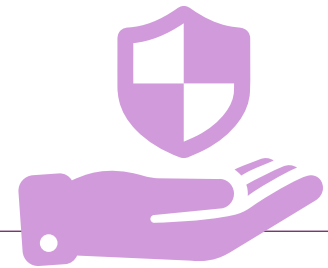


Dr. Or Cohen-Inbar, neurosurgeon, is a recent addition to the medical staff at UPMC Western Maryland.

- Expanded Care Redesign Programs with over 55 physicians participating in the Hospital Care Improvement Program and over 15 providers and nine facilities participating in the Episode Care Improvement Program that focuses on total joint replacement, sepsis and COPD patients. Both programs aim to decrease the total cost of care.
- Implemented total cost of care initiative for total joint replacements which has improved and streamlined total knee replacement procedures, provided a cost savings and decreased the patients' overall length of stay to one day.
- Expanded number of Lake Erie College of Osteopathic Medicine (LECOM) medical students from four to nine. Students are on site for a full two years, precepting with our medical/advanced practice providers.
- Continued and enhanced relationships for internship opportunities with the following educational institutions:
 - Lake Erie College of Osteopathic Medicine -- Osteopathic Medicine students
 - Frostburg State University -- Physician Assistant and Nurse Practitioner students
 - Allegany College of Maryland -- Certified Clinical Medical Assistant students
 - Center for Career and Technical Education -- Certified Medical Assistant students
 - Other online schools for UPMC Western Maryland employees/students



PROVIDING QUALITY AND PATIENT SAFETY



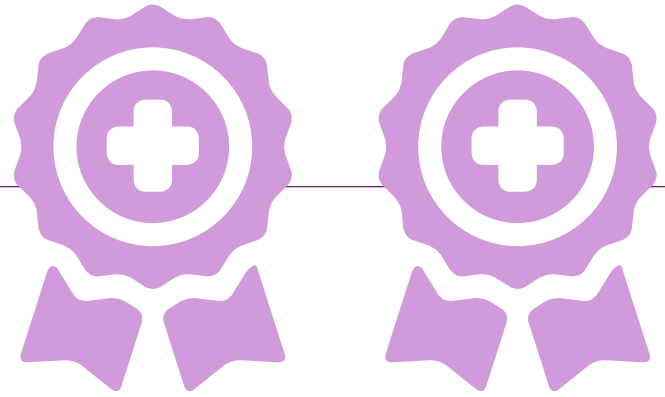
- Constructed and began operation of Behavioral Health Emergency Department, featuring eight patient rooms and specialized equipment aimed at providing a safe, secure environment for behavioral health patients and staff.
- Implemented a Mystery Shopper program in the hospital's food court to take customer satisfaction to a new level. Mystery shoppers were chosen from different departments throughout the health system and provide real-time feedback on customer service and food quality.
- Completed successful pilot program for Care Transitions Team, which demonstrated a decrease in hospitalization, readmissions and overall improvement in patient outcomes. The multidisciplinary team included a pharmacist, RN care coordinator and a social worker.
- Established a secondary landing zone at Allegany College for helicopters coming to the Emergency Department.
- Established a relationship with a world leader in genetics services, Myriad Genetics, which has enhanced local genetic testing offerings at Braddock Oncology Associates, the hospital's oncology/hematology medical group. The program with Myriad Genetics has provided the clinic a better way to track and manage patients with a personal and/or family history of cancer or cancer-related diagnoses. Myriad assists providers in obtaining accurate family history documentation which allows for more clarity in risk assessment and appropriate testing options.
- Purchased 109 new stretchers and 67 new wheelchairs for hospital for enhancing quality and patient safety.
- Established a new greeter system through Patient Transport for patients and support persons during the COVID-19 pandemic.
- Celebrate 10-year anniversary of the Western Maryland Regional Medical Center.



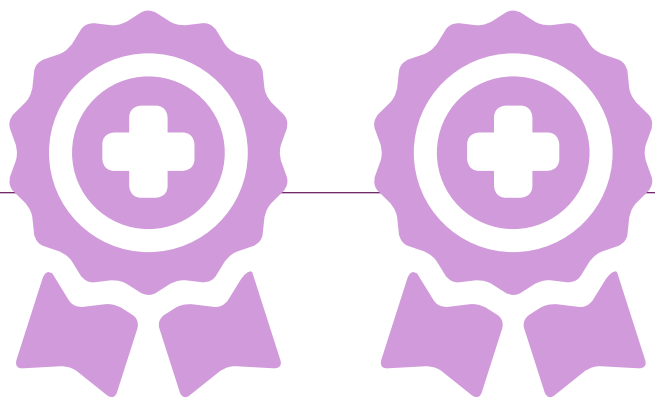
Shown at the ribbon-cutting ceremony for the Behavioral Health Emergency Department are members of the WMHS executive team with federal, state, and local dignitaries as well as others involved in the \$2M project.

- Purchased and implemented Surfacide UV-C light technology to treat all COVID-19 discharge rooms and equipment, which provided additional protection against contamination.
- Provided rehabilitative services to 345 patients, 31 percent of whom were stroke patients. UPMC Western Maryland's Comprehensive Inpatient Rehabilitation Unit has an onset of 5.6 days, compared to the region's onset of 9.5 days, which means that UPMC Western Maryland is transitioning folks into a rehabilitation setting much sooner after a medical event. Our facility is also discharging 81.2 percent of those patients to their home after rehabilitation, compared to the region's rate of 27.8 percent.
- Incorporated telemedicine capability in primary care, urgent care and occupational health during the COVID-19 pandemic and going forward.
- Assumed full management of the Frostburg State University Counseling and Psychological Services (CAPS).

DELIVERING AWARD-WINNING CARE



- Received five-star ratings by Healthgrades in the following categories: *coronary bypass surgery, hip fracture treatment, total knee replacement, valve surgery and treatment of pancreatitis*. Healthgrades is one of the leading online resources for providing comprehensive information about physicians and hospitals.
- Recognized with Healthgrades *Cardiac Surgery Excellence Award* for 2020, ranking UPMC Western Maryland among the top 10 percent in the nation for Cardiac Surgery. UPMC Western Maryland is the only hospital in Maryland to receive this award for six consecutive years.
- Awarded the *Mission: Lifeline® NSTEMI Gold Quality Achievement Award* as well as the *Mission: Lifeline® STEMI Receiving Center Gold Quality Achievement Award*. These awards recognize hospitals for their outstanding performance in high quality systems care performance by meeting or exceeding the American Heart Association guideline therapy recommendations in treating patients presenting with heart attacks.
- Recognized by U.S. News & World Report as a *High Performing Hospital for COPD and heart failure care*. High Performing ratings for chronic obstructive pulmonary disease and heart failure in recognition of care were significantly better than the national average, as measured by factors such as patient outcomes. High Performing is the highest rating U.S. News awards for COPD and heart failure care.
- Received *Gold Plus/Target: Stroke Honor Roll- Elite* award from the American Heart Association. This is the sixth consecutive year that UPMC Western Maryland has received the Gold Plus award.
- Recognized by the American College of Surgeons' Commission on Cancer, the UPMC Western Maryland Schwab Family Cancer Center has again been recognized for its commitment to comprehensive patient-centered care by receiving a *three-year accreditation*. To earn this voluntary accreditation, a cancer program must meet 34 quality care standards, be evaluated every three years through a survey process and maintain levels of excellence in the delivery of comprehensive patient-centered care.
- Achieved and maintained a *five-star rating* for Home Health Care as a result of patient surveys via HHCAHPS (Home Health Consumer Assessment of Healthcare Providers and Systems), a national survey that asks patients about their recent experiences with a Home Health agency.
- Received the *Blue Distinction Center designation for Knee and Hip Replacement*. Blue Distinction Centers are health care facilities recognized by Blue Cross Blue Shield for their expertise in delivering specialty care.
- Recognized as a 2019 *Pioneers in Quality™ Solution Contributor* by The Joint Commission. A Solution Contributor is a health care organization or system that has provided solutions, processes or practices demonstrating the use of electronic clinical quality measures (eCQMs) and health information technology (IT) for quality improvement – contributing to the body of knowledge about eCQM adoption and use.



PROTECTING OUR STAFF AND PATIENTS DURING THE COVID-19 PANDEMIC

- Earned CHIME *HealthCare's Most Wired* recognition as a certified Level 7. The Most Wired program conducts an annual survey to assess how effectively health care organizations apply core and advanced technologies into their clinical and business programs to improve health and care in their communities.
- Received the *Silver Chest Pain – MI Registry™ Performance Achievement Award* from the American College of Cardiology. This achievement awards program recognizes hospitals participating in the registry which have demonstrated sustained, top-level performance in quality of care and adherence to guideline recommendations.
- Received *Maryland Institute for Emergency Medical Services Systems' full designation* as a cardiac interventional center for a period of the next five years.
- Earned the *Mid-Atlantic Alliance Performance Excellence Mastery Award* and was one of five health organizations to be honored for instituting well-deployed, systematic approaches toward performance excellence.
- Recognized with a silver W3 Award by the Academy of Interactive & Visual Arts in the brand entertainment category for 30-second television spot for *UPMC Western Maryland's Emergency Department Higher Level of Emergency Care* campaign.
- Voted as the *Favorite Local Medical/Hospital Facility* in the Cumberland Times News Readers' Choice Awards.

STAFF SUPPORT

- Honored UPMC Western Maryland employees through the Foundation's **Healthcare Heroes** campaign during the initial COVID-19 surge. With unanimous Foundation Board support, \$215,000 was approved to provide every employee with a \$100 **Healthcare Heroes** gift card. Community goodwill was on considerable display, as over 270 donations and 85 personal dedications were received, shared directly with the honorees and posted on social media.
- Processed, through the Foundation, more than 20,000 in-kind donations related to COVID-19, including 18,000 masks and 107 food donations (many serving entire departments) with a total value exceeding \$108,000.
- Initiated a Beat Burnout program to prevent and respond to health care staff burnout. A total of 101 employees participated in the program, with nine percent of those employees indicating that they were currently experiencing burnout.
- Held a prayer vigil Easter Sunday night in the UPMC Western Maryland parking lots, with over 200 cars from the community participating.



PROTECTING OUR STAFF AND PATIENTS DURING THE COVID-19 PANDEMIC

CARE RESPONSE

- Converted the 7 South nursing unit into a negative-pressure COVID-19 unit in April 2020. Staff exceeded expectations by coming together and supporting each other emotionally, physically and spiritually during this crisis. The staff quickly adapted to the changes to provide the best possible quality care, regardless of the level or location of care.
- Developed a COVID Information Call Center in less than eight hours as a result of the Biomedical and Telecommunications staff creativity.
- Built a 12-bed ICU-capable setup for 7 South while it was being used as a COVID unit.
- Converted the Behavioral Health Emergency Department into a COVID-19 Emergency Department from April 2 – June 4, 2020. The confined eight-room area was equipped to provide care to patients of all acuity levels (walking well to critical) and staffed 24/7 to provide care to COVID-19 suspected/confirmed patients. Patient exam rooms were converted to negative pressure spaces with portable units. Over 650 patients received care in that area, and no staff became ill during this time. We learned that the unit is very well suited for surge purposes and modifying the unit permanently to enable immediate negative pressure activation would be very beneficial.
- Developed and posted a daily strength report at the COVID-19 Command Center to track critical technologies and equipment for these units.
- Placed portable X-ray machine and ultrasound machine in the COVID-19 unit, which prevented the equipment from being pushed through the hospital and used on other non-COVID-19 patients.
- Proactively acquired medications needed to treat COVID-19 patients and predicted medications that were likely to go on shortage due to the global pandemic. As a result, UPMC Western Maryland patients were always able to receive the appropriate medications.
- Successfully expanded outpatient services in UPMC Western Maryland Advanced Medical Care to include Pre-op COVID-19 testing, community providers patients needing COVID-19 testing, employee health COVID-19 testing, company-based COVID-19 testing, forensic nurse services for domestic and sexual assault and rabies vaccines.
- Created and continued to staff screening stations for all employees, patients, support persons and visitors at all UPMC Western Maryland location entrances.
- Rolled out campaign to encourage patients to utilize the virtual visits technology available from certain types of provider visits. Both video (using Vidyo application) and telephone-only options available.
 - For times when patients needed to see a provider, patients and providers adhered to masking and social distancing practices
- Introduced the Jitsi Meet video-conferencing application that enabled inpatients to virtually visit with family and friends when visitation was restricted as a result of the pandemic. A total of 72 patients and their family members have taken advantage of the video-conferencing tool.
- Implemented a Micro Mart in the cafeteria to support UPMC Western Maryland employees. The Micro Mart conveniently provides staple food items, at cost, saving employees a trip to the grocery store after a long shift.
- Converted all self-service areas of the cafeteria to full-service areas. These areas included the salad bar, condiments, coffee, soup and utensils. Additional cleaning rotations were also implemented, which included cleaning all tables and chairs in the cafeteria between each customer. The EVS team supported the Food and Nutrition team with additional cleaning in the cafeteria.
- Credentialed and provided disaster privileges to an additional 130 UPMC medical staff members during the COVID-19.
- Implemented antibody testing to identify individuals who have potentially developed an immune response to the SARS-CoV-2 virus.
- Implemented a remote registration process at the Outpatient Diagnostic Center to keep patients safe and socially distanced while they wait. The NEMOQ system was outdated so a team of IT, imaging, registration, administration, respiratory, cardiology and lab staff developed a better approach to the “virtual waiting room”.

Stress Less for Better Health

An Eight-Week Journey

Thursdays, May 7 - June 25

1:00 p.m. - 3:00 p.m.

Sessions will take place online

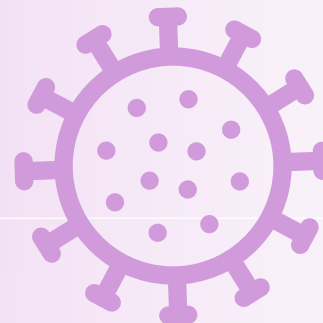
Stress Less for Better Health is a mind-body skills group that follows the evidence-based research model of the Center for Mind-Body Medicine.

Learn self-care skills to help reduce stress and build resilience.

Topics include:

- Breath work
- Meditation
- Guided imagery
- Art
- Movement
- Mindful eating

For more information or to register, please contact
Pam Jan at 240-964-8417 or pjan@wmhs.com



COMMUNITY WELLNESS ADJUSTMENTS

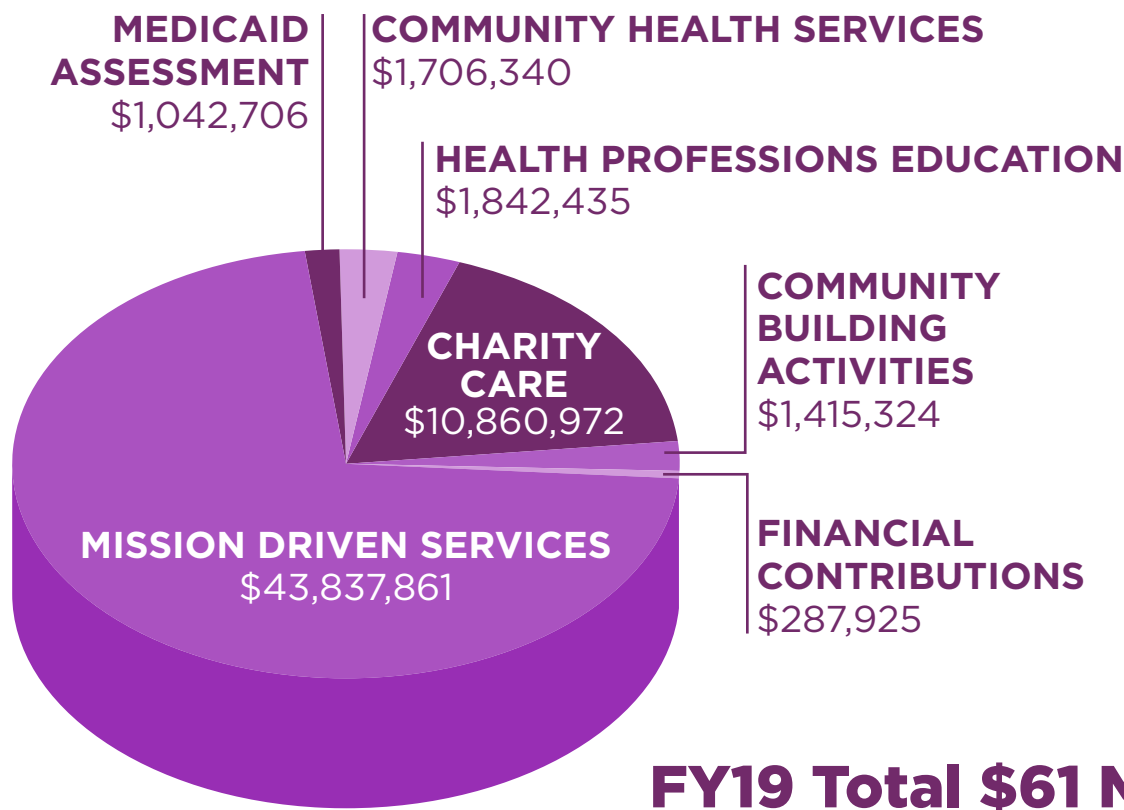
- Converted some wellness programs to online programming, including the Diabetes Prevention Program and Coaching and Mind Body Skill groups.
- Coordinated with Friends Aware to create and distribute 225 calm kits to the community. The calm kits were made to help people reduce stress and anxiety during the lockdown.



INVESTING IN THE COMMUNITY

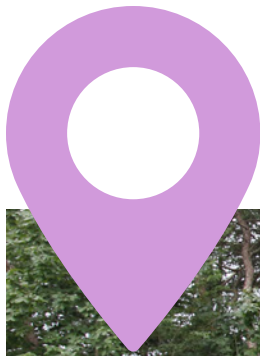
- Recognized by their \$1M pledge of support, the WMHS Auxiliary named a new step-down facility serving individuals with substance abuse and behavioral health issues as the Center for Hope and Healing, which was unveiled at an August 2019 groundbreaking. In a related gift, the group secured an art exhibit, *Resilience*, for permanent display at the center. The exhibit depicts true stories of recovery and triumph for patients who have struggled with substance abuse and mental health disorders.
- Worked to address food insecurity and related health care needs of those dealing with obesity and diabetes using grant funds from SunLife Financial and in collaboration with community partners (Western Maryland Food Council, Western Maryland Food Bank, AHEC West, Human Resource Development Commission, Allegany College of Maryland, Associated Charities and area food pantries). In addition to compiling maps and creating a resource database of food access in the county, this program engaged 100 people in healthy living events, distributed 440 emergency food packs and several microwaves and crock pots when people had no available cooking equipment.
- Created an online community resource directory and referral system, called Path2Help, which includes 1,666 resources serving our area. Over 300 health related social needs assessments have been completed through collaboration efforts with community partners to close loop referrals.
- Received a grant to purchase a LIFEPAK® 15 monitor/defibrillator for use in the Emergency Department in the event of a patient surge.
- Received grant to replace our Powered Air-purifying Respirators with 25 new units and accessories for Respiratory Care Services.
- Instituted a program at the Schwab Family Cancer Center to help manage the financial toxicity of our patients through upfront financial counseling discussions and connections to resources. This program, in coordination with the business office, has helped to reduce potential bad debt for the organization.

COMMUNITY BENEFIT FY19 AS REPORTED IN FY20



CONTRIBUTING TO THE LOCAL ECONOMY FY20





POSITIONING FOR THE FUTURE

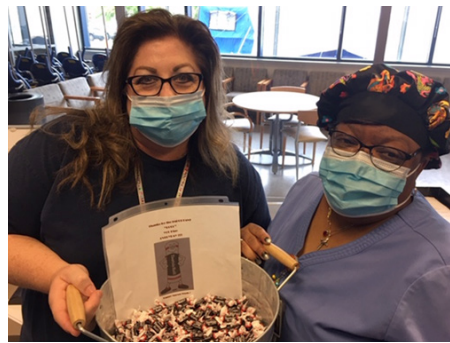
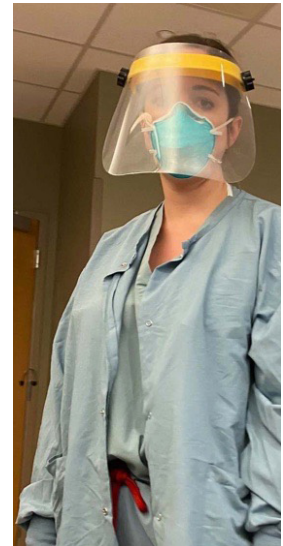


UPMC Western Maryland officials held a ribbon-cutting ceremony for its Center for Hope and Healing, a 24-hour residential treatment facility that will house patients with substance abuse and behavioral health issues. Funding for the project was largely attributed to a \$1M pledge from the WMHS Auxiliary.

- Enhance access to care for our patients by providing telehealth connections with UPMC's specialized experts.
- Increase the community benefit beyond the current \$61 million annually.
- Continue as an industry leader to grow the population health initiatives throughout the region with innovative campaigns.
- Continue our Baldrige Performance Excellence journey using the Baldrige framework which provides enhanced review of our processes in order to achieve our mission, ongoing success and performance excellence. Our site visit was in July, with results expected to be presented in late fall of 2020.
- Expand medical services at the Frostburg and McHenry locations with adding primary and specialty services.
- Serve behavioral health and substance abuse patients at the new Center for Hope and Healing facility. This is a step-down option for inpatient behavioral health patients and a centralized location for community providers to assist in crisis, which will enhance the continuum of care for these patients.
- Continue integrating into UPMC's system over the next several months providing us access to enhanced resources, tools and technology.
- Build upon existing clinical services with UPMC's medical experts.



A record-breaking crowd gathered at UPMC Western Maryland on February 13 to celebrate the integration into the UPMC network. Dr. Marshall Webster (left), Senior Vice President, and Leslie Davis (third from left), Senior Vice President and Executive Vice President/Chief Operating Officer, Health Services Division, were among the UPMC representatives who traveled from Pittsburgh to attend the celebration. Welcoming them on behalf of UPMC Western Maryland were (l-r) Dr. John Pappas, Barry Ronan and Nancy Adams.



UPMC | WESTERN MARYLAND