


Population and Community Health News

Advancing Health

MedStar Franklin Square Medical Center



Overcoming
the stigma
of mental
illness.

Finding support
can lead to a better life.

INSIDE: Bridging the gaps to care. | Connecting with our community.

Letter from the President.



At MedStar Health, we are dedicated to connecting our hospitals' patient populations and local communities with the resources they need to live healthier lives. In this issue of *Advancing Health*, we feature some of the ways we are working to achieve this goal all across the Baltimore region.

You'll read about the wide array of behavioral health services we offer at MedStar Franklin Square Medical Center. Did you know that untreated behavioral and mental health disorders can have a lasting impact on a person's physical health? It's a fact. But with professional intervention, most individuals who have these disorders can find some degree of relief from their symptoms—with dramatic improvements that can lead to a better quality of life.

We also highlight how we are ensuring patients have the ongoing care they need to reduce hospital readmissions. While many factors contribute to a patient's likelihood of being readmitted to the hospital after an inpatient stay, a lack of appropriate follow-up care is one of the most common. Through the services of our Family Health Center, a residency clinic that provides a full spectrum of care, we're making access to resources easier.

Delivering the right care at the right time in the right place to the communities we serve is our ultimate goal. Through these collective efforts, we are hoping to make a lasting impact that will make a difference long into the future. 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: At MedStar Franklin Square Medical Center, Kisha Carr, a community health advocate, helps young patients with behavioral health disorders get the support they need in the hospital's Child and Adolescent Psychiatry Unit.



Overcoming the stigma of mental illness.

Despite nationwide strides in awareness and advocacy, there is still a stigma associated with mental illness...a stigma that prevents many individuals from getting help. Yet untreated behavioral and mental health disorders can have a lasting impact on a person's physical health.

"Studies have shown that individuals with these disorders can have a 10- to 25-year reduction in life expectancy," says Corneliu Sanda, MD, director of Behavioral Health and chair of the Department of Psychiatry at MedStar Franklin Square Medical Center.

"These mortality rates are rarely caused by the symptoms of mental health conditions, but rather the effects these symptoms can have on a person's overall health and quality of life," Dr. Sanda explains. "Some symptoms increase the risk of factors that are known to decrease life expectancy such as chronic health conditions, infectious disease, substance abuse, poor self-care, and poverty. The good news is that professional interventions can have a dramatic and positive impact on health and longevity."

At MedStar Franklin Square, ensuring that individuals with behavioral and mental health disorders are provided with the care they need for as long as it is needed is a primary goal. "We offer a robust program with a wide variety of inpatient and outpatient services. Our inpatient unit features 40 beds...29 for adults and 11 for children and adolescents ages 11 to 17...and we discharge approximately 180 patients per month," says Dr. Sanda. "Our outpatient services are staffed by 19 providers who care for an average of 3,000 patients a month."



Kisha Carr, (right) a community health advocate, meets with colleagues Mike Petti, RN, and Neatrice Page, LCSW-C, in the Child and Adolescent Psychiatry Unit at MedStar Franklin Square Medical Center.

In addition to the stigma associated with mental illness, many individuals who need behavioral healthcare services often don't get the ongoing care they need due to significant social needs that act as barriers to care. "Removing these barriers to care is the role of our community health advocates (CHAs)," Dr. Sanda says. "They provide essential support to individuals identified as at-risk by linking them to community-based services that can assist with needs such as housing, food access, transportation, and utility assistance, for example."

He notes that children and adolescents with behavioral health issues are more likely than most to face barriers to care. Helping these individuals navigate the complex web of social services available to them and their families is the role of Kisha Carr, a CHA dedicated to the hospital's Child and Adolescent Psychiatry Unit.

"Kisha works with entire families offering ongoing support, helping to arrange appointments and transportation, making sure patients are compliant with their medications, and more," he says. "She is in constant communication with patients and their families, who truly appreciate her assistance."

In fact, Dr. Sanda notes that thanks to the efforts of the CHAs and the rest of his team, the readmission rates in MedStar Franklin Square's Behavioral Health department are among the lowest in the state of Maryland.

"With professional interventions, most individuals who have behavioral and mental health disorders can find at least some degree of relief from their symptoms, and many experience dramatic improvements that have a lasting impact on their health," he adds.

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

Bridging the gaps to care.

Many factors contribute to a patient's likelihood of a hospital readmission. One of the most common is a lack of appropriate follow-up care after discharge.

"While not all readmissions are avoidable, a portion may be prevented by addressing the barriers keeping these patients from accessing care," explains Uchenna Emeche, MD, associate medical director of the Family Health Center at MedStar Franklin Square Medical Center.

At MedStar Franklin Square, patients discharged from the hospital or the Emergency department (ED) who require follow-up care and do not have a primary care provider are connected to the Family Health Center. "Our goal is to ensure that these patients receive comprehensive, team-based continuity of care," says Dr. Emeche.

Located on the hospital campus, the Family Health Center is a residency clinic that provides full spectrum family medicine. Nearly 13,000 individuals in the communities surrounding MedStar Franklin Square rely on the Center for their care. "We provide care for the needs of every member of the family," Dr. Emeche says.

"We see children, teens, adults, and the elderly, providing them with services ranging from prevention, chronic disease management, and acute care. We also have various specialty clinics that provide enhanced services to our patients."



Uchenna Emeche, MD, associate medical director of the Family Health Center at MedStar Franklin Square Medical Center, educates a patient about medications.

The Center has found success in reducing ED visits and readmissions through its Care Coordination Program, which develops trusting relationships with patients in person and by phone contact to ensure access to a primary care physician, linkage to resources, and identification of patient strengths, to remove any barriers to care. Most of these patients have chronic conditions such as diabetes, COPD, congestive heart failure, and hypertension.

"While I manage the program, it's the work of our social worker and community health advocate that benefits our sickest and most vulnerable patients. We connect with them as people, addressing their human needs first," she says. "The services we connect patients to most often address transportation, food insecurity, mental health, insurance coverage, medication affordability, entitlement benefits, housing, and home health."

Dr. Emeche notes that the work of the Care Coordination team is highly valued by the Center's providers, and their support is integral to the success of the program.

"We meet patients where they are. Many patients don't know where to turn. Our team provides a bridge to care...it's truly a holistic approach that places the patient at the center of care." Dr. Emeche adds.



Molly Todd, LCSW-C, and Martine Randolph, MD, part of the Care Coordination team, celebrate with a patient who achieved his goals.

For more information about the Family Health Center, call **443-777-2000**.

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, or mental health—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.



▲ Nearly 2,000 Bags of Gratitude were donated by students and parents from Eastern Technical High School and assembled by the Allied Health magnet unit for MedStar Franklin Square Medical Center associates. The bags, which contained snacks and thank you cards, were shared with healthcare workers all over the hospital to show appreciation for our teams' dedication to its local community.

988 National Crisis Lifeline.

Expanded network of centers to help people in emotional distress or experiencing a mental health crisis.



If you or someone you know is experiencing a mental health, suicide-related or substance-use crisis, call or text **988** to reach the National Suicide & Crisis Lifeline. You can also chat **988lifeline.org** for support.

Moving to an easy-to-remember, 3-digit dialing code will provide greater access to life-saving services. By dialing **988**, you can now be connected to free, confidential mental health crisis resources. The number **988** operates out of the existing National Suicide Prevention Lifeline, which has been strengthened and expanded around the country with more than 200 local, independent, state-funded crisis centers. Dialing **988** serves as a universal entry point so that no matter where you live in the United States, you can reach a trained crisis counselor who can help.

Need help for emotional distress or a mental health crisis? Call and text: **988** | Chat: **988lifeline.org**

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 and clinical breast exams for women ages 40 and older who live in Baltimore City. Free pap tests for women between ages 21 to 39 who live in Baltimore City. Call **410-350-2066** for details.



Colon Cancer Screening

Free colon cancer screenings for uninsured 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 uninsured 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 free program for people at risk for developing type 2 diabetes, with the goal of preventing or delaying the disease. Lifestyle change, 12-month program. Offered virtually or in person. Call **855-218-2435** 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.

Aphasia Support Group

Aphasia is a language disorder due to illness.

Email kate.c.gerber@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 in 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 Classes

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, this course is designed to prepare pregnant couples to get breastfeeding off to a great start.

Infant Care and Safety Class

This class is designed 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).

Classes meet the State requirement for daycare providers.



Breastfeeding Support Groups

Facilitated by breastfeeding specialists, these groups provide clinical support to new moms while providing a place to build relationships with other new moms.

Virtual and in-person support groups held weekly.

Virtual support group: Wednesdays, 11 a.m. to noon

In-person support groups, 11 a.m. to 1 p.m. at these locations:

Tuesdays in Brooklyn - City of Refuge

Wednesdays in Essex - Essex Library

Thursdays in Dundalk - North Point Library

Contact susanna.k.derocco@medstar.net for details.

NEW eCLASSES hosted by MedStar Health

We are excited to have partnered with InJoy Health Education to provide a variety of online eClasses to help our communities and our patients prepare for pregnancy, labor, birth, and caring for their newborn. Topics include:

- Multiples
- Your Newborn
- Cesarean Section
- Grandparenting
- Childbirth
- Breastfeeding
- Natural Childbirth
- Fatherhood

For details on classes, tours, support groups, and eClasses, scan the QR code with your smart phone or visit

[MedStarHealth.org/BirthandFamilyClasses](https://www.MedStarHealth.org/BirthandFamilyClasses).

For questions on any of these classes, contact **beth.kegley@medstar.net**.

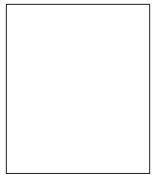
To register online, visit: **[MedStarHealth.org/BirthandFamilyClasses](https://www.MedStarHealth.org/BirthandFamilyClasses)** or call **888-746-2852**.





MedStar Health

5601 Loch Raven Blvd.
Baltimore, MD 21239
855-218-2435



MedStar Health Social Needs Program

Connect to free and low-cost services in your community.



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!



GOODS



WORK



TRANSIT



MONEY



FOOD



HOUSING



EDUCATION



LEGAL



HEALTH

SocialNeeds.MedStarHealth.org

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