



## Connecting virtually provides needed lifeline to older residents.

As we get older, exercise plays an even more important role in reducing the risk of diseases like diabetes, heart disease, and osteoporosis, which are more common as we age. Not only is moderate-intensity physical activity associated with better immune function, but regular exercise can also help reduce stress and anxiety—which many older adults have felt during the COVID-19 pandemic.

One of the ways MedStar Good Samaritan Hospital encourages more seniors to exercise regularly is through a variety of weekly fitness classes. Unfortunately, these in-person sessions came to a halt when the pandemic hit. But through a partnership with the Senior Network of North Baltimore, MedStar Good Samaritan was able to resume these classes virtually, promoting them online to the network's members.

"The virtual classes were a lifeline for many of our older residents who were cut off from family and friends," says Debbie Bena, MA, BSN, RN, who leads the classes. "Being able to exercise safely at home with their former classmates provided them with the connections they missed."

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—Debbie Bena, MA, BSN, RN

### Letter from the president.

With so many aspects of our lives disrupted due to the pandemic, the healthcare needs of area residents, especially the most vulnerable, have never been greater. We responded by stepping up our efforts to help address these needs in many innovative ways.

In this FY2021 Report to the Community, we highlight two of these community outreach initiatives—both of which have enabled area residents to better cope with the challenges of living through these tough times. Thanks to all of you for helping us to continue this important work.

Sincerely,

Bradley S. Chambers  
President,  
MedStar Good Samaritan Hospital

President,  
MedStar Union Memorial Hospital  
Senior Vice President and Chief Operating Officer,  
Baltimore Region, MedStar Health

# Facilitating access to essential services and supports.

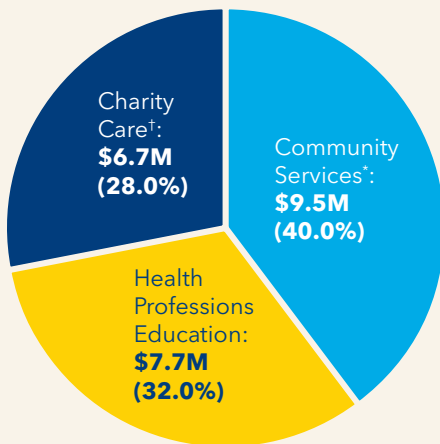
Ensuring that Baltimore’s most vulnerable residents have access to routine primary health care as well as vital community services is challenging in the best of times. During the pandemic, it was a task that seemed unsurmountable. At MedStar Health, our hospital-based community health advocates (CHAs), stepped up to the challenge, working to connect these patients with needed healthcare services and community-based supports that could assist them with housing, food, utility assistance, and more.



Integrated with case management at each MedStar Health hospital in the Baltimore region since the program was launched in 2017, the CHAs are part of the Care Transformation/Community Health team. They live in the communities they serve and are well suited to assist at-risk patients.

For example, at MedStar Good Samaritan Hospital, the hospital’s eight CHAs spent much of FY21 helping patients access food, avoid evictions, obtain essential services, and more. In many cases, assistance was provided remotely.

Rebecca McGougan, a CHA at MedStar Good Samaritan with more than 20 years of experience in community health, has seen firsthand the positive impact of the program during these trying times. “We made sure these patients were helped the way they needed to be helped,” says McGougan. “The patients we’ve assisted have been so grateful. It’s heartwarming.”



## 2021 Community benefit contribution: \$23.8M

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

†Includes Medicaid assessments

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**It’s how we treat people.**