



UNIVERSITY *of* MARYLAND
CHARLES REGIONAL
MEDICAL CENTER

*Charles County
Economic Development Summit
October 22, 2013*

1926 Tornado Strikes LaPlata



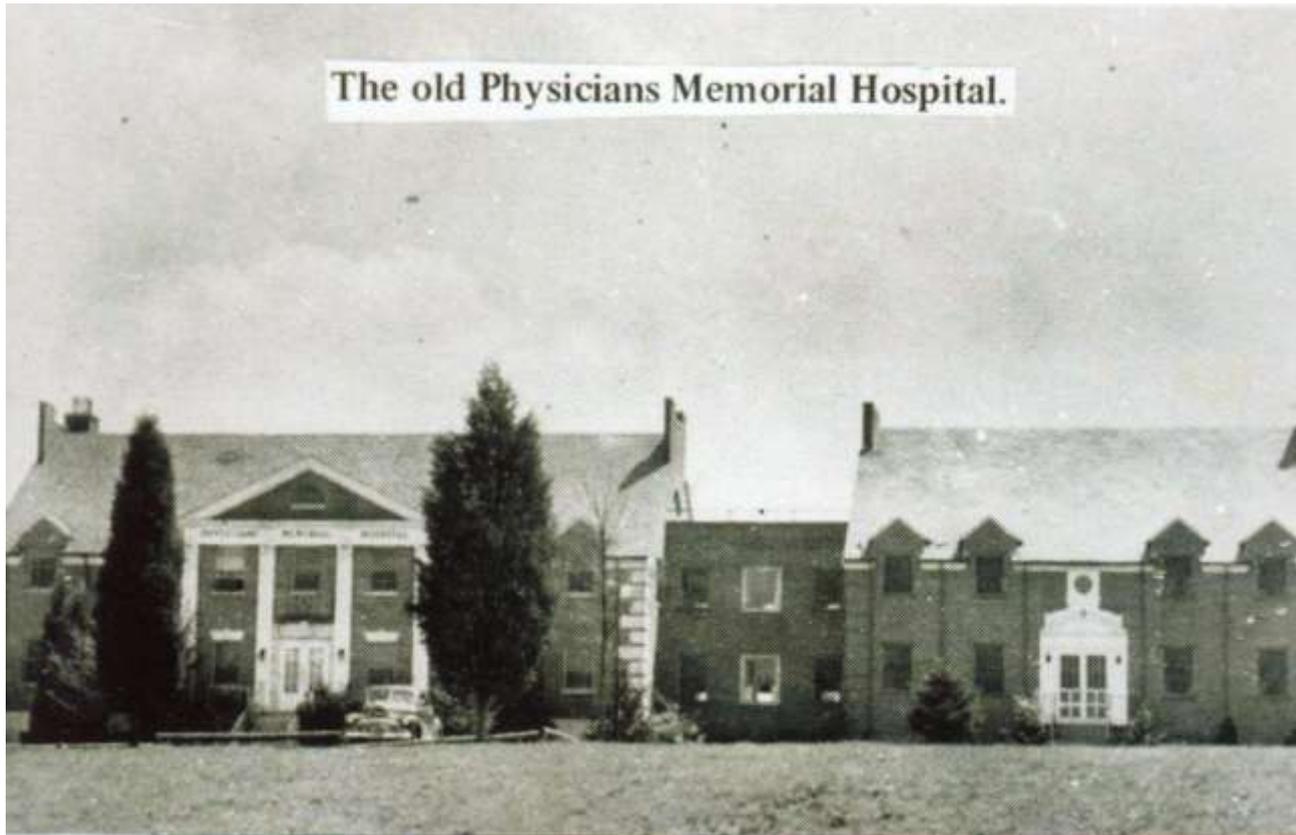
An F4 tornado devastated LaPlata on November 9, 1926. There were 14 people killed and 56 injured in Charles County.

Physicians Memorial Hospital



In response to the 1926 tornado, Physicians Memorial Hospital was built by the community and opened in 1939. We will celebrate our 75th anniversary next year.

1950's Expansion



As the county grew, so did Physicians Memorial Hospital. First with an addition of an annex in 1951-1953.

1963 Expansion



On October 20, 1963, the new cylindrical type building was dedicated on land adjacent to the original hospital.

Further Expansion In 1975



In 1975 two additional round units were added doubling the capacity of the hospital.

2007 South Wing Addition



In 2007 the new South wing was opened doubling the square footage of the hospital. The South wing houses the new Emergency Department, the main Lobby, Surgical Services and 60 private patient rooms.

Affiliation With The University of Maryland Medical System



A management agreement was signed in October 2009 by the Boards of Civista Health and UMMS. On July 1, 2011, Civista became a full member of UMMS. Civista continues to be governed by its own Board of Directors.

2013 Name Change

Former



New



UNIVERSITY *of* MARYLAND
CHARLES REGIONAL
MEDICAL CENTER

Effective July 1, 2013 the name of the hospital changed to University of Maryland Charles Regional Medical Center.

Quality Focused

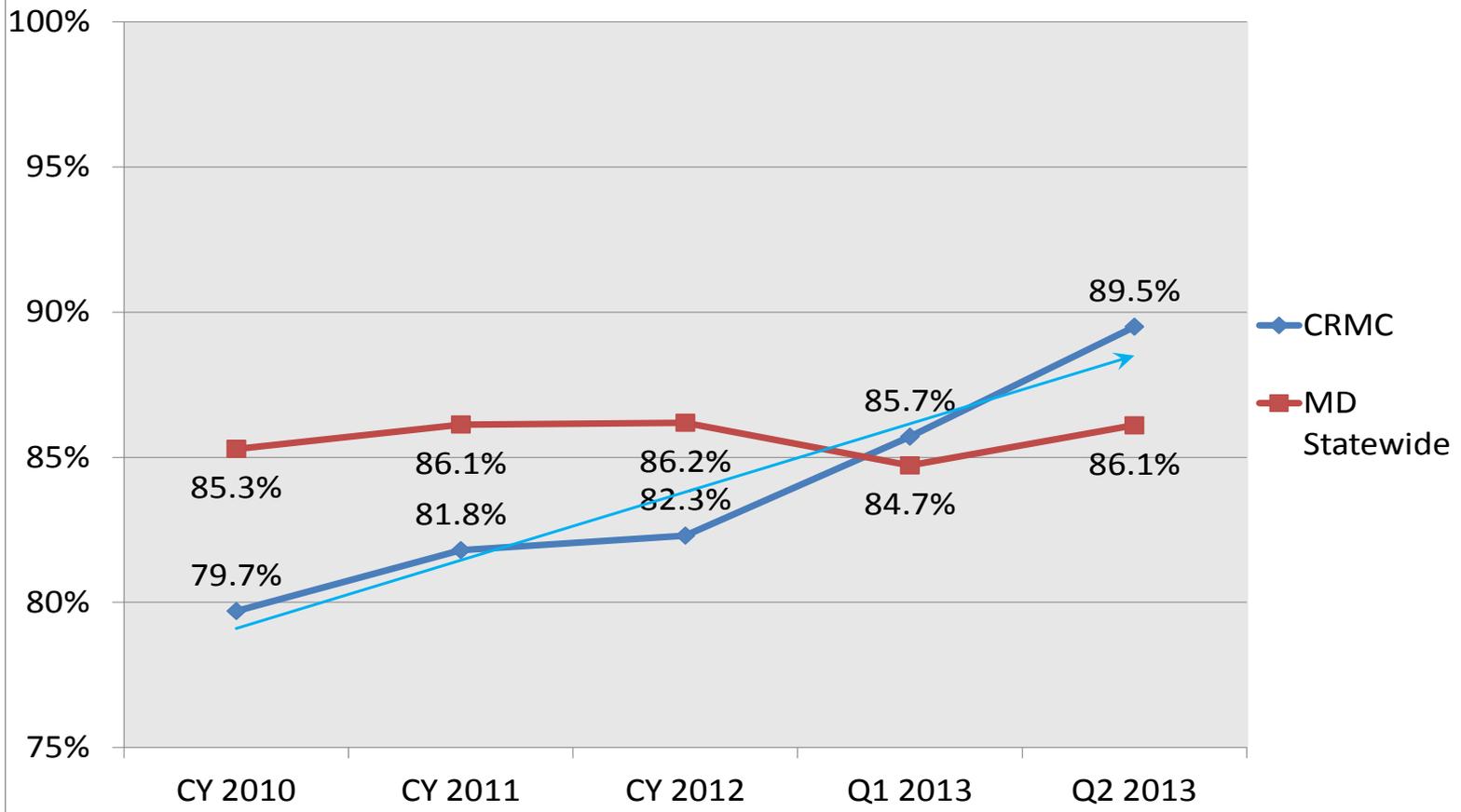
- The Board made a strategic decision to focus on quality.
- Successfully completed The Joint Commission (TJC) reaccreditation survey in 2013.
- Alliance For Workplace Excellence award for nine consecutive years
- Press Ganey Most Improved Emergency Department Patient Satisfaction award in 2011
- TJC Top Performer award in 2012
- Delmarva Foundation quality award in 2013
- HealthStream most improved community perception of quality award in 2013.
- State designated Primary Stroke Center for Charles County.
 - American Heart Association Silver Plus stroke award for 2012.

Our Sepsis Patient Team Saves Lives



UNIVERSITY of MARYLAND
CHARLES REGIONAL MEDICAL CENTER

UM-CRMC Sepsis Survival Rate



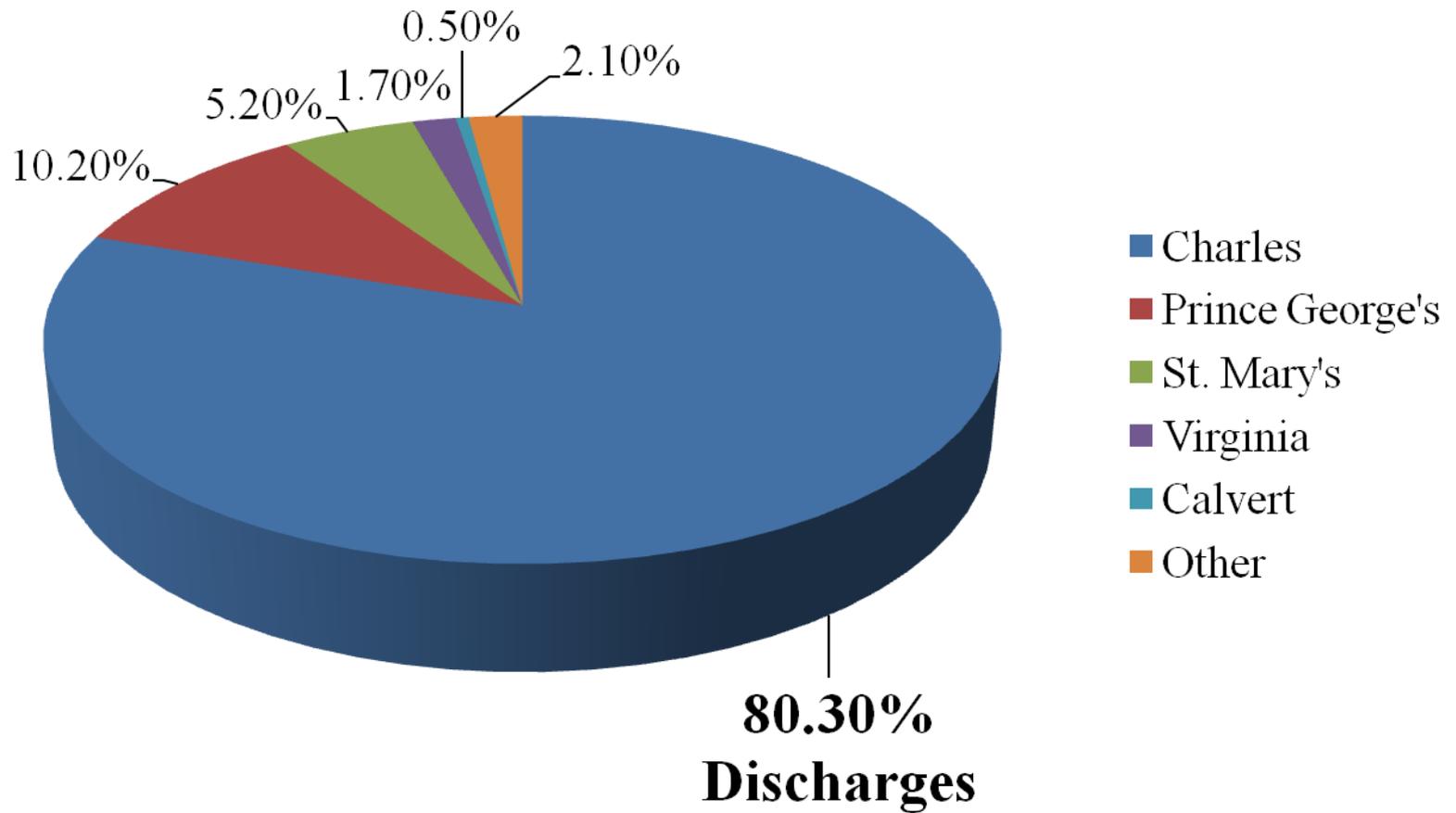
Information Technology Is Important To Patient Care

- UM CRMC operates on Meditech Magic 5.64 (2011 certified) .
 - Planning to upgrade to Meditech Magic 5.66 (2014 certified) in 11/2013 including a patient portal.
 - Hybrid paper and electronic record.
 - Physician charting adopted by high frequency users only.
 - Nursing documentation is mostly electronic.
- The state-wide health information exchange in Maryland is CRISP, in which all UMMS hospitals participate.
 - Currently sending patient visit data.
 - Currently testing Laboratory, Radiology, and Transcribed reports.
- Successfully attested for Meaningful Use Stage 1 in 4/2013.
- Epic Ambulatory EMR implementation in progress for owned physician practices (OB/GYN and Surgery).

UM CRMC Key Services

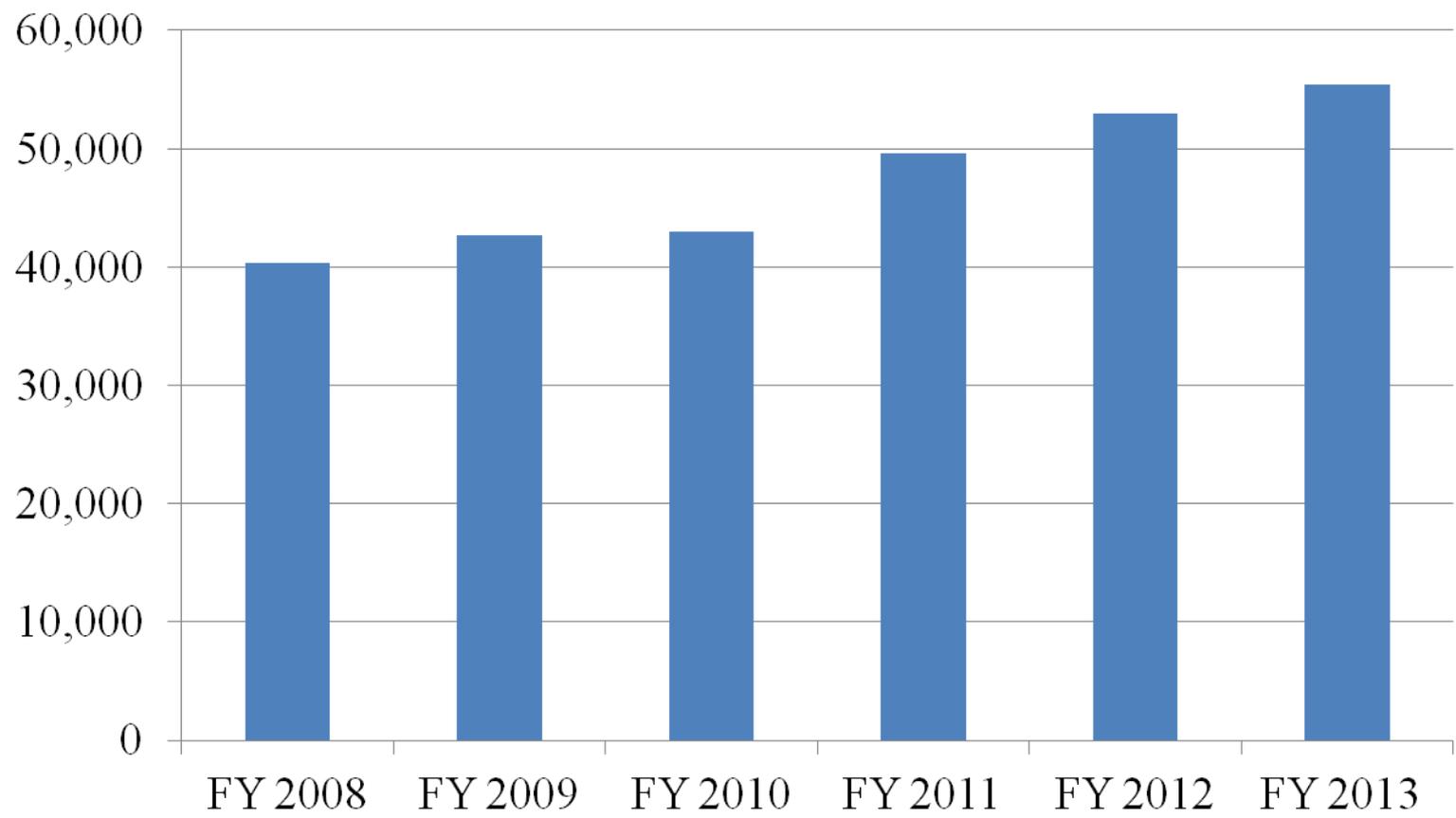
- The Emergency Department drives inpatient volumes
 - 89% of non-OB admissions come through the ED
- OB/GYN/Newborns
 - 800 deliveries annually, but relatively high risk
 - 3 MDs and 1 PA-C in employed group
- Medical Cardiology, GI, Infectious Disease, Nephrology, Neurology, Pulmonary
- Inpatient Service
 - Strong hospitalist service covers about 50% of admissions
 - ICU staffed by physician 24/7/365
- Oncology
 - Joint Venture Radiation Therapy centers with St. Mary's Hospital and Calvert Memorial Hospital
- General Surgery, Orthopedics, Urology
 - Mix of private attending and employed surgeons
 - 1 ENT, 2 General Surgeons and 1 Vascular Surgeon in employed group
 - ColoRectal Surgeon starting 1/2014
 - Strong Orthopedic Service
- Wound Healing Center

Charles County Remains Our Home



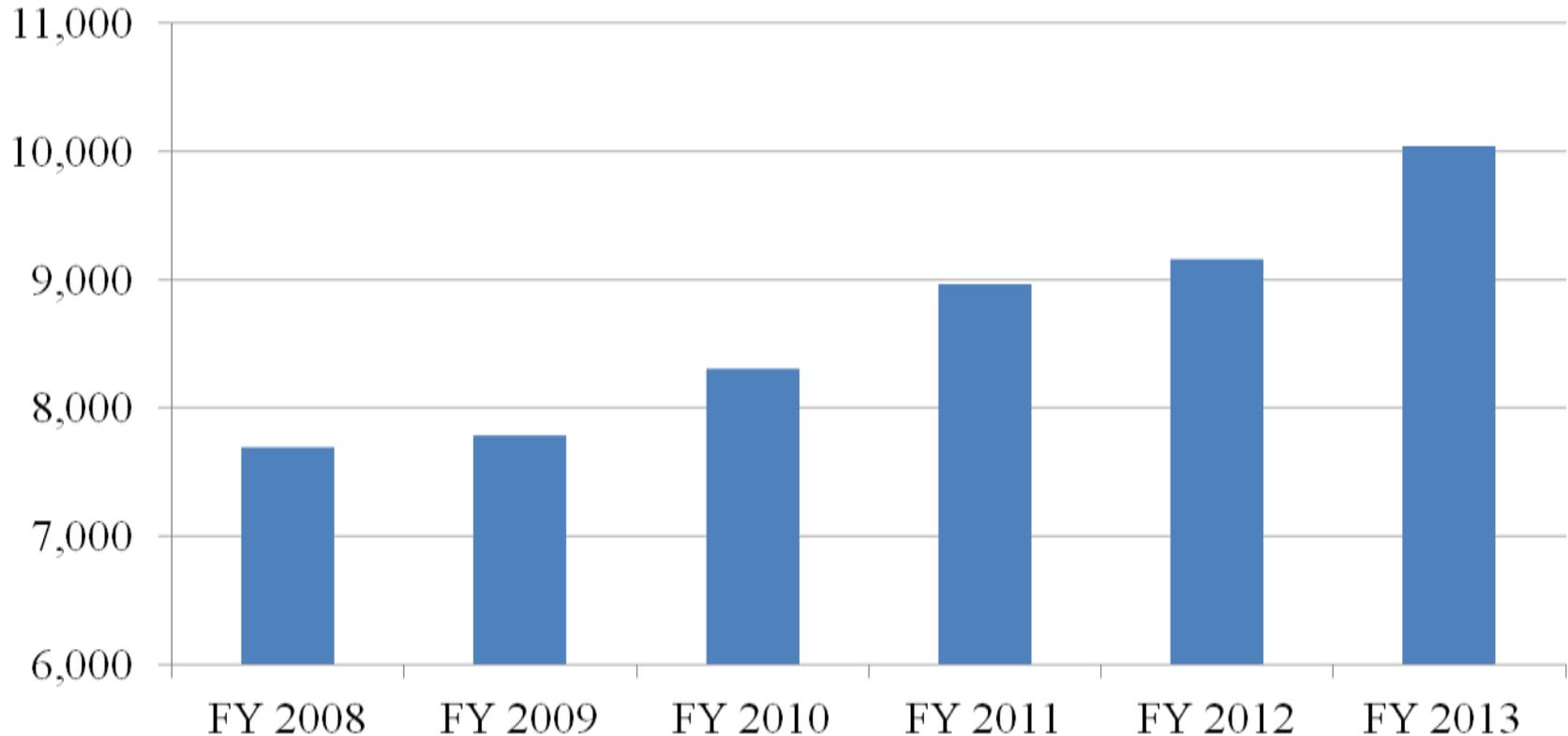
Source: HSCRC Database.

*With Improved Service, We've
Seen Increased Emergency Department Visits*



ED Visits 40,383 42,639 43,034 49,574 52,981 55,367

And A Significant Increase In Bedded Patients



**Bedded
Patients**

7,692

7,786

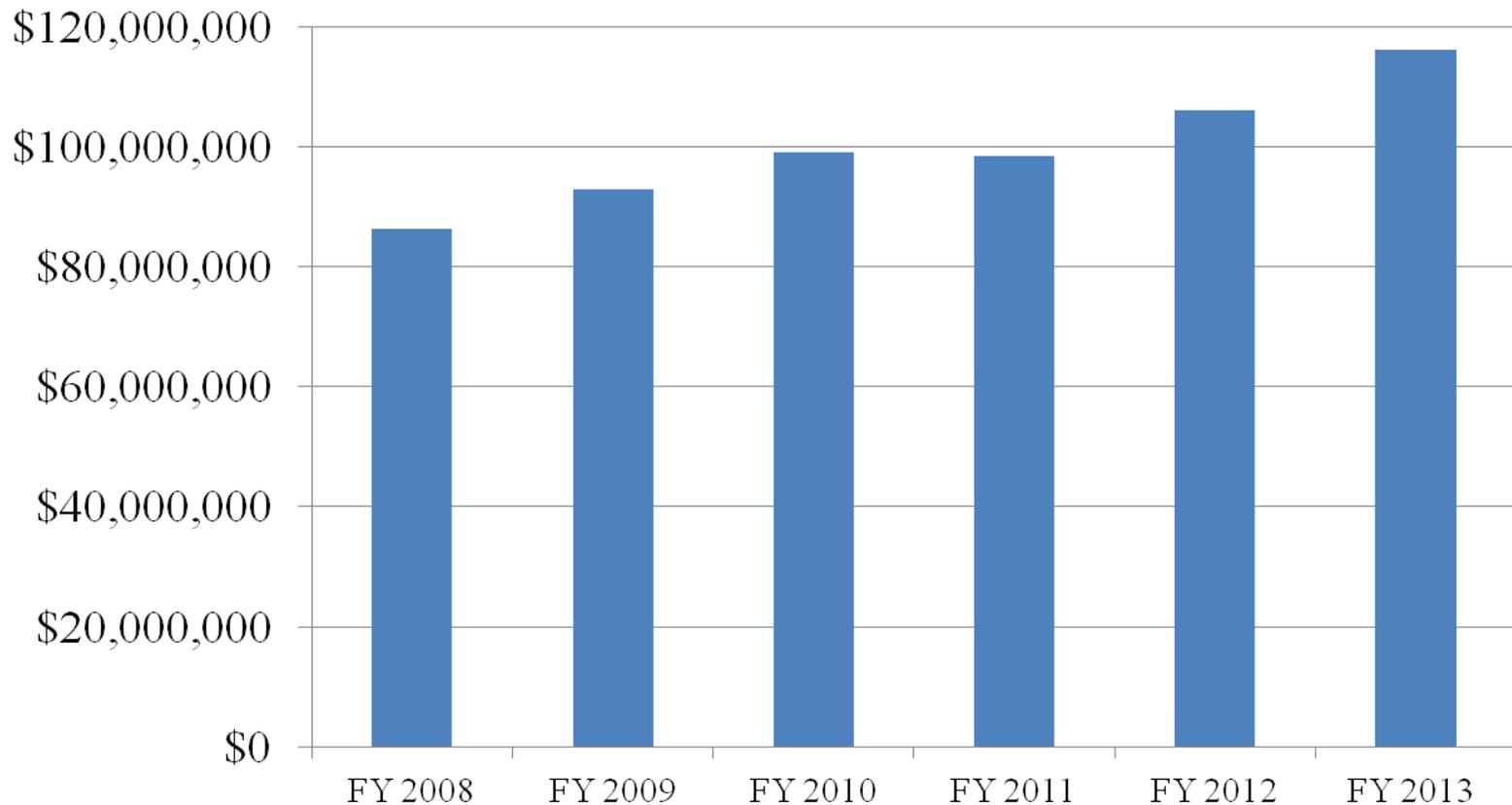
8,310

8,968

9,162

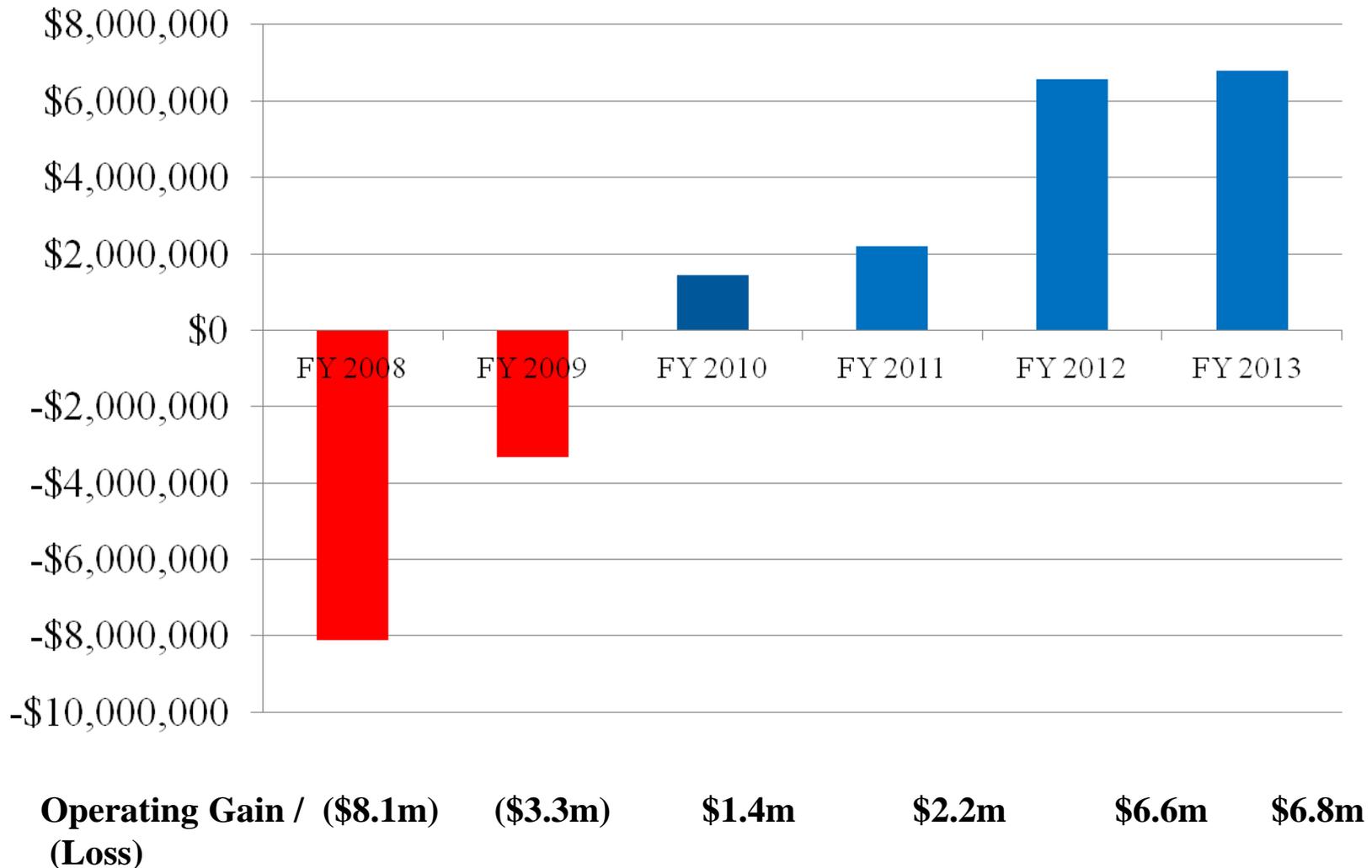
10,040

Consequently, Net Patient Revenues Are Up

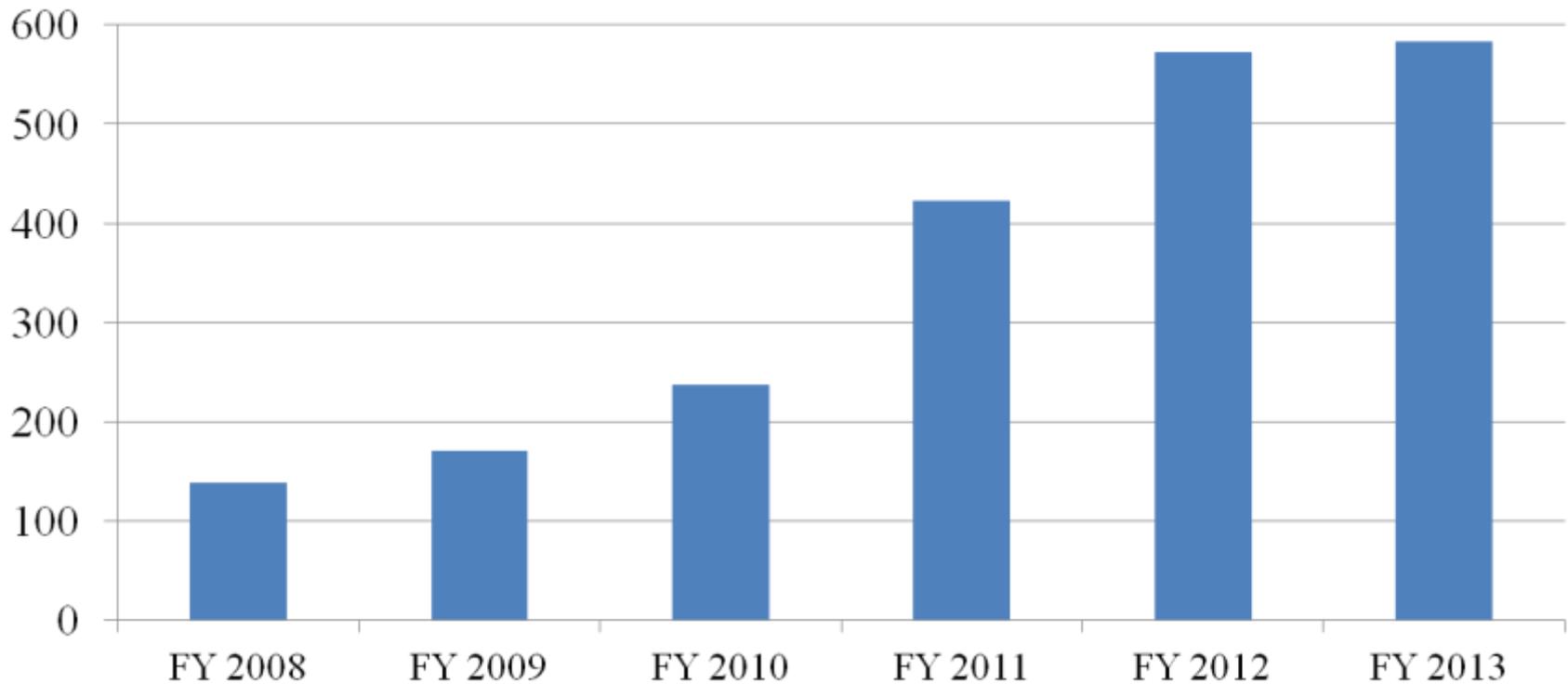


Net Revenue **\$86.3m** **\$92.8m** **\$99.0m** **\$98.5m** **\$106.0m** **\$116.1m**

And Profitability Has Been Restored



*We've Created A Better System
For Getting Charles County Patients
To Advanced Care At UMMC*



**Charles
County
Patients**

139

171

238

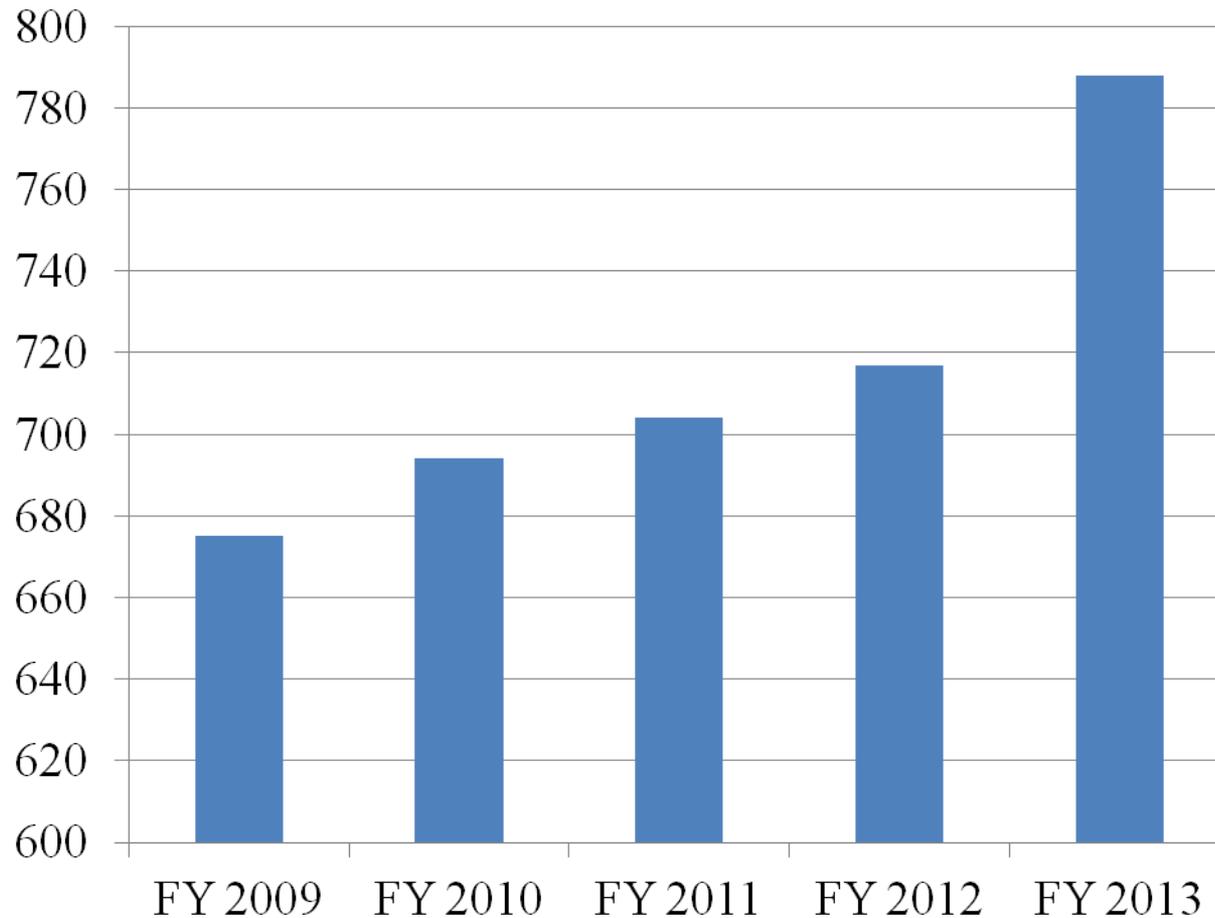
423

573

582

Source: HSCRC Database.

*And With The Growth In Patients,
We Are A Generator Of High Paying Jobs*



FTEs

675

694

704

717

788

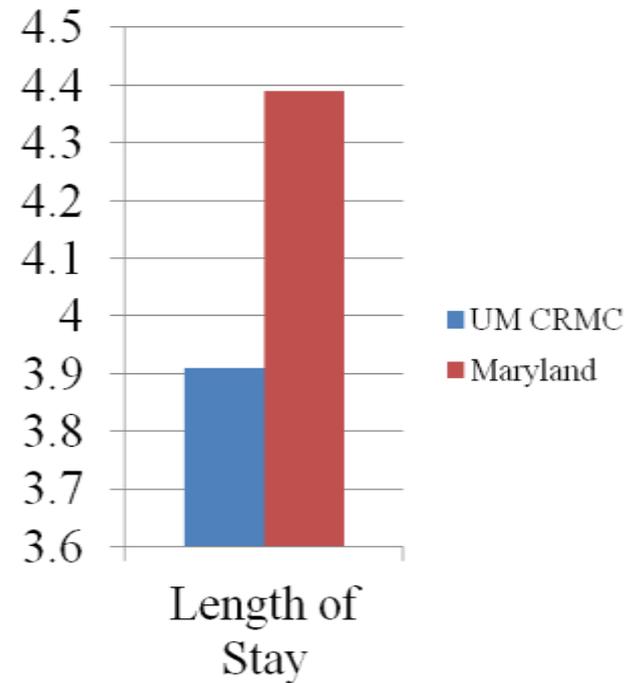
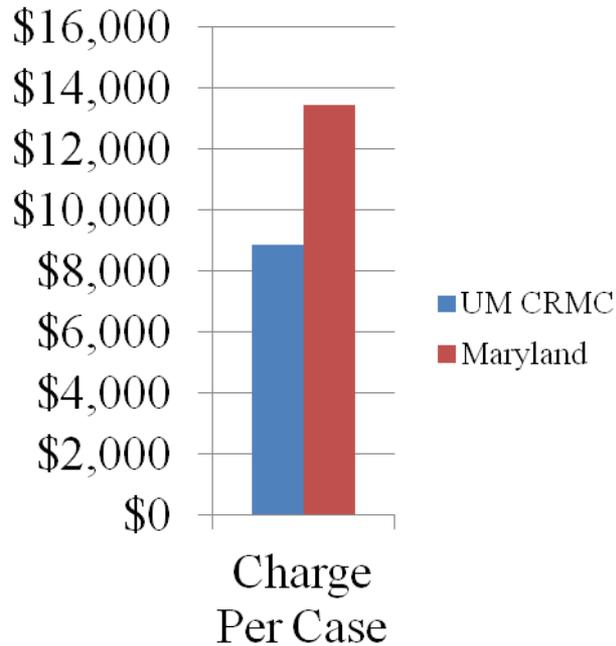
Key Elements In UMCRMC's Turnaround

- Board, Medical Staff and Management alignment
 - Board focus on quality and oversight
 - Medical Staff focus on patient care
 - Management focus on operations, growth and financial management
- Improved patient flows and increased volumes due to:
 - New Emergency Room group and additional treatment rooms
 - New Hospitalist group
 - Improved ICU coverage (24/7/365)
 - New Hospital Based Physician groups in Imaging and Pathology
 - Physician Recruitment

Key Elements In UMCRMC's Turnaround

- Improved revenue cycle management
- Built physician recruitment team
- Enhanced I.T. capabilities with assistance from UMMS
- Reduced supply expense by leveraging UMMS supply chain

We Are Efficient and Effective In The Care Provided To Our Community



Source: HSCRC Database, FY 2013 data.

*We've Improved
Our Imaging Services*



New Nuclear Medicine Camera



New Ultrasound

We've Improved
Our Imaging Services (Continued)



New Digital R/F Room



**PACS Imaging Links
It All Together**

We've Renovated Our Clinical Lab To Improve Workflows And Productivity



*We've Opened A New
Center For Wound Healing
With Hyperbaric Oxygen*



New Treatment Room



New Hyperbaric Chamber

And Seen Impressive Results

National Benchmarks	Healing Rate	Medial Days To Heal	Outliers	Satisfaction
UMCRMCMC	96.1%	23	11.83%	98.5%
National Average of 500 Centers	92-95%	27-37	19-21%	>90%

*We've Added 4 Treatment Rooms
And An Expanded Triage Area To Meet
Increased ED Patient Volumes*

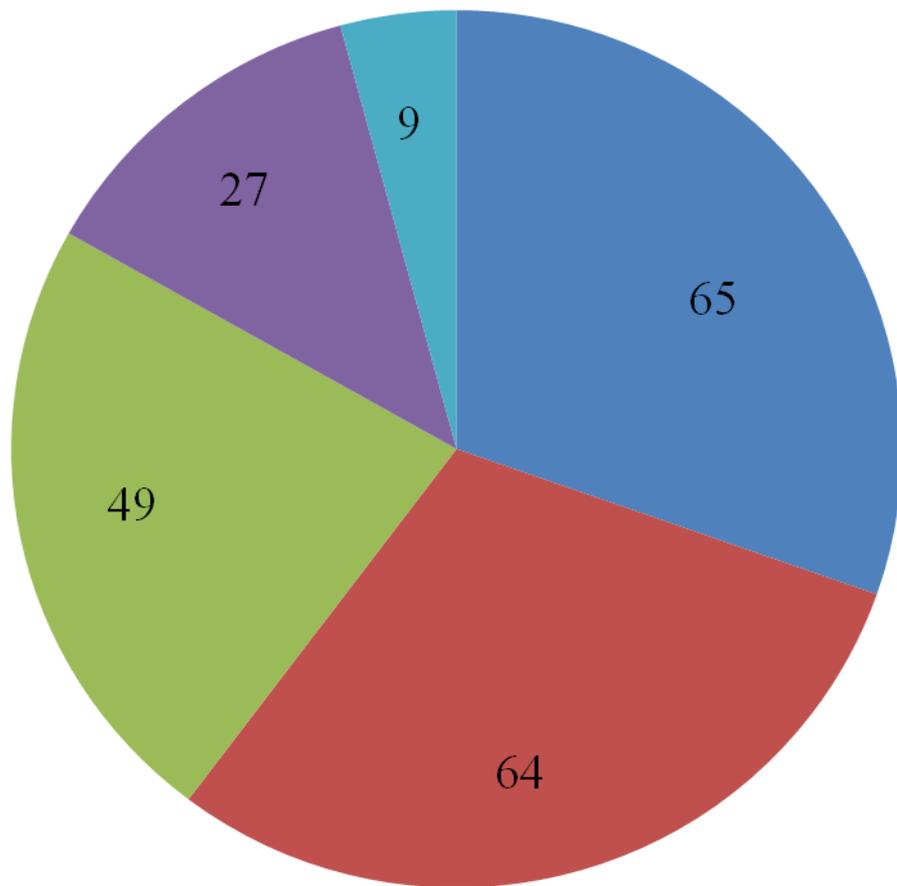


*To Improve Patient Safety,
We Implemented Computerized Provider Order Entry
(CPOE) In The ED*



Note: CPOE will be implemented hospital-wide next year.

Medical Staff Distribution by Specialty



- Primary Care (Including Hospitalists)
- Hospital Based
- Medical Specialties
- Surgical Specialties
- Other Specialties

Total Staff = 214

*To Address The Shortage Of Physician,
We've Partnered With Our Medical Staff*

Specialty	# Recruited
Gastroenterology	2
Orthopedics	2
Internal Medicine	1 2 (Ongoing)

*Helped Relocate Greater Baden's Clinic
From Nanjamoy To Our Campus*



**And Created The University of Maryland
Charles Regional Medical Group**

<u>OB /GYN</u>	<u>Pediatric Hospitalists</u>
Barry Aron, MD, FACOG	Gelila Asefa, MD
Erica Contreras, MD	Sayeed Farouqui, MD, FAAP
Neil Horlick, MD	Ting Li, MD
Gladys Wilkins, PA-C	Ileuba Osarenkhoe, MD
<u>Surgery</u>	Eugene Suwandhi, MD, FAAP
Eleanor Faherty, MD – Breast / General	James Vitek, MD
Maria Litzendorf, MD – Vascular	<u>Neurology</u>
Saleem Naviwala, MD – ENT	Venka Jakkampudi, MD
S. J. Patel, MD – Breast / General	<u>Wound Care</u>
De Tran, MD – Colo-Rectal / General	Mark Dumais, MD, FACP

A Major Change Will Impact How We Are Reimbursed

- **Maryland is the only State that sets hospital rates.**
 - **Rates are set by the Health Services Cost Review Commission (HSCRC) under a 40-year agreement with Medicare.**
 - **This agreement allows Maryland to “waive” Medicare payment rules and set hospitals rates.**
 - **The waiver has remained in place as long as Maryland has met the waiver “test.”**
 - **The test has been the growth in cumulative Medicare spending *per hospital stay* must be less than the nation.**
 - **Maryland has been jeopardy of failing the existing waiver test and a new waiver is being negotiated with the Center for Medicare and Medicaid Services (CMS).**

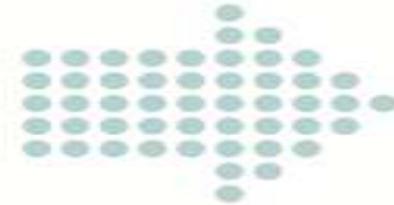
Maryland's Medicare Waiver

TODAY

Inpatient Care

Medicare Only

Cost Per Hospital
Stay



TOMORROW

All Hospital
Care

All payers

Cost of Care
Per Capita

Maryland's New Medicare Waiver Test

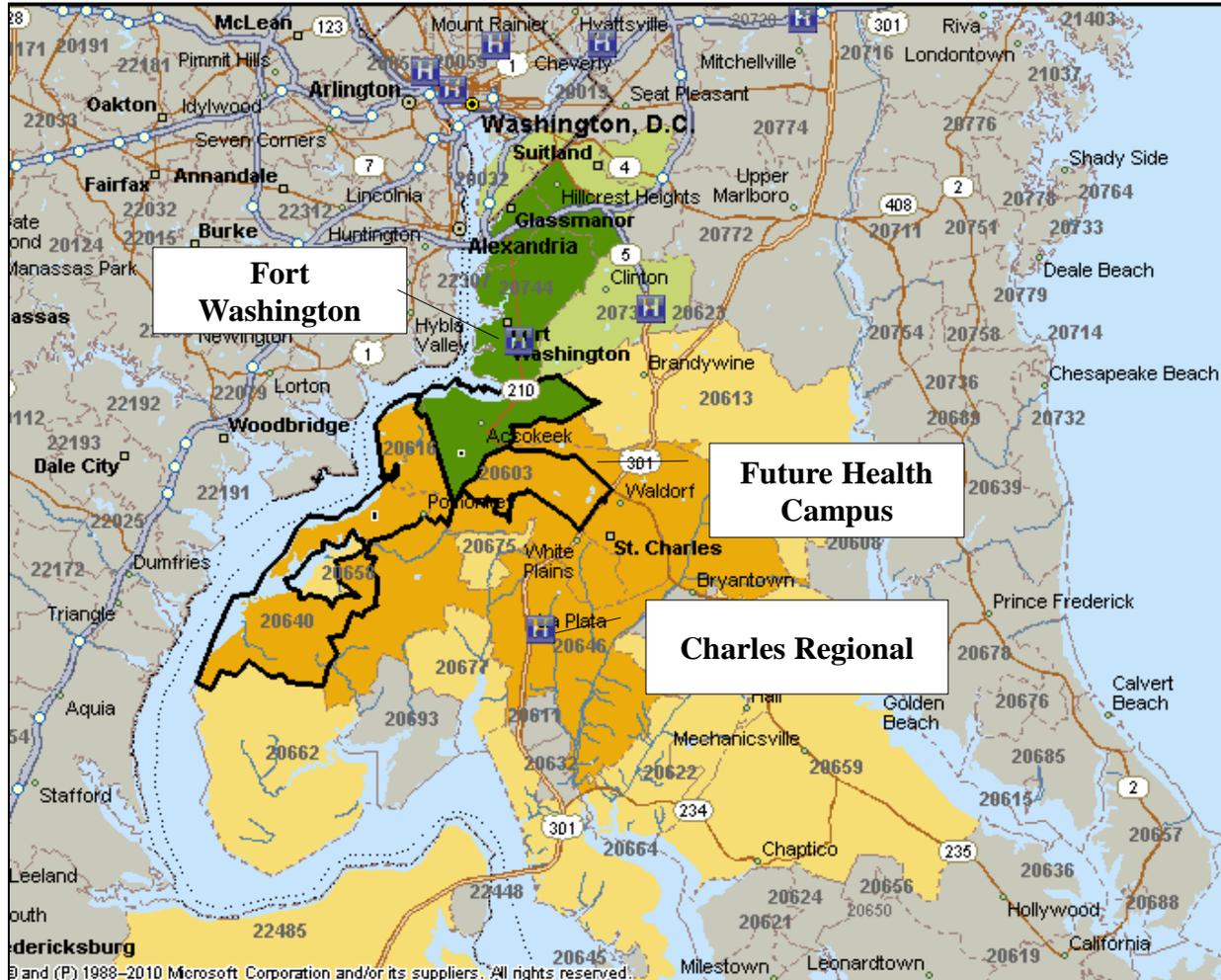
Annual
hospital
**SPENDING
CAP** –
3.58% per
capita

Medicare
**SAVINGS
TARGET** –
\$330
million over
5 years

GROWTH in
Maryland
spending per
capita cannot
exceed nation
by more than
1 percentage
point

Source: Maryland Hospital Association.

UMMS Is Now Managing Fort Washington Medical Center



- Fort Washington Primary Service Area
- Fort Washington Secondary Service Area
- Fort Washington Primary Service Area (Overlapping with Charles Regional Secondary Service Area)
- Fort Washington Secondary Service Area (Overlapping with Charles Regional Primary Service Area)
- Charles Regional Primary Service Area
- Charles Regional Secondary Service Area

Future Strategy For Waldorf Area

- Develop an ambulatory health campus to meet the needs of the growing Waldorf service area.
 - Secured land in a strategic location to build the Waldorf Health Campus.
 - UM CRMC has purchased a 58 acre site on Berry Road.
 - Equidistant between UM CRMC and Ft. Washington.
 - Selling the Cambridge Building to redeploy capital into this more strategic location to the west.
 - Continue to recruit additional physicians to practice in the area.
 - Examine opportunities to collaborate with FWMC to share specialty physicians.

Questions?