



COVID Care program reduces readmissions.

In March 2020, MedStar Southern Maryland Hospital Center launched a COVID Care program designed to help community members hospitalized with COVID-19 receive the support they need after they go home.

The hospital's transitional care team and community health advocates (CHAs) work together to assist discharged COVID-19 patients with follow-up care and social needs. A nurse on the transitional care team makes the first contact with the patient and helps schedule follow-up appointments, fill prescriptions, and answer questions. Then, a CHA contacts the community member to conduct a social needs screening and connect the individual to available services and resources to match those needs.

From March to June, the program helped 223 community members receive the support they needed to recover at home and avoid hospital readmission. The CHAs connected individuals to 174 community-based services and resources. The top need was food insecurity; help with utilities was second. The Prince George's County Health Department and local faith-based organizations stepped up to deliver food, provide education on proper nutrition during COVID-19 recovery, and many other services.

Letter from the president.

In 2020, our community faced a challenge like no other. As COVID-19 spread, our hospital developed innovative ways to help people recover faster. We realized that once people were sick with COVID-19, they didn't just need support while they were in the hospital—they need care and support after they go home as well. Our COVID Care program was there to help hundreds of community members with transitional care and linkages to community resources. I am very proud of our efforts to support our community throughout COVID-19.

Kindest regards,

A handwritten signature in black ink that reads "Christine R. Wray".

Christine R. Wray, FACHE
Senior Vice President, MedStar Health
President, MedStar Southern Maryland Hospital Center



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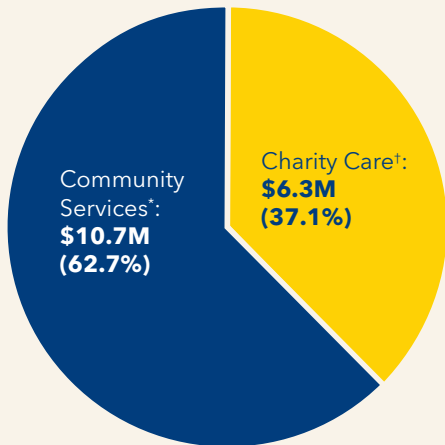
Kerry Watson, Jr.

Sonya Williams

Christine R. Wray



“One of the CHAs walked me through how to apply for emergency Medicaid, and because of that, I was able to see a surgeon and start treatment for my mass sooner than later.”
–COVID Care program participant



Community benefit contribution 2020: \$17.1M

*Includes subsidies, community health improvement services, community building activities, financial contributions, and community benefit operations
†Includes Medicaid assessments

Health Professions Education: \$0.02M (0.1%)

It's how we treat people.