



UNIVERSITY of MARYLAND  
BALTIMORE WASHINGTON  
MEDICAL CENTER

2019 IMPACT REPORT



# The Power of Caring

# Our **Mission, Vision** and **Values**

## **Mission**

Our mission is to provide the highest quality health care services to the communities we serve.

## **Vision**

Our vision is to be the preferred regional medical center through nationally recognized quality, personalized service and outstanding people.

## **Values**



### **COMMUNICATION**

We use proactive, timely and clear communication to support teamwork and exceptional patient care.



### **ACCOUNTABILITY**

We act with integrity and demonstrate ownership to provide great service, care and a healthy work environment.



### **RESPECT**

We are respectful and show dignity to our patients, their families and each other.



### **EXCELLENCE**

We provide compassionate and empathetic care, service and support.

# What makes a **community hospital strong?**

**I**s it quality and convenience of care? Giving back to the communities it serves? Skilled, compassionate and approachable people? A stable financial standing and a willingness to evolve over time?

At University of Maryland Baltimore Washington Medical Center (UM BWMC), we believe it's all that and more.

That's why in this year's impact report, we want you to see our strength and hear our story through the people who know it best: our patients, physicians, nurses, volunteers and donors.

At UM BWMC, we provide the highest quality primary, specialty and emergency care to residents of Anne Arundel County and beyond. Our technology, advanced treatments, level of expertise and dedication to each patient exceeds what is often offered at traditional community hospitals.

We are also growing to meet the evolving needs of our county. Throughout the next few years, the hospital is planning \$90 million in capital investments, which will include new inpatient and observation beds, additional rooms on our Labor and Delivery Unit and a new medical office building.



For over 50 years, UM BWMC has continually evolved to ensure that our surrounding communities have access to great care. The driving force behind this progress is our people. At our core, we are neighbors serving neighbors, families serving families and friends serving friends.

We will continue to invest in and strengthen the hospital so you have the health and wellness you deserve. Thank you for your support.

In good health,

A handwritten signature in black ink that reads "Karen E. Olscamp". The signature is written in a cursive style.

Karen E. Olscamp, FACHE  
*President and CEO*

# Meet **Dr. Jason Heavner**

THE LAWRENCE LINDER, MD PHYSICIAN EXCELLENCE AWARD HONOREE



UM BWMC established the Physician Excellence Award in 2008 to acknowledge a doctor who demonstrates an environment of compassion, current technology, exceptional service, quality patient care, respect and teamwork. In 2019, the hospital renamed the award The Lawrence Linder, MD Physician Excellence Award in honor of Lawrence Linder, MD, former Director of Emergency Medicine and Chief Medical Officer at UM BWMC, who died in May 2018.

“From the outpatient to the inpatient, into the ICU and back out into the community, we manage the patient’s illness, all with the goal of keeping people healthy and out of the hospital.”

**J**ason Heavner, MD is changing the face of critical care at UM BWMC. The data-driven pulmonologist and chair of critical care, who joined the hospital in December 2017, says his approach is simple: Tailor the care to meet a patient’s individual needs.

“Historically, intensive care unit (ICU) doctors have taken care of patients when they’re in intensive care,” he says. “I think of critical illness as a much broader topic, where there’s the opportunity to prevent it. There’s early detection, early intervention and obviously the critical care part. But importantly, there’s also post-ICU care. As a critical care physician, I’m responsible for that entire spectrum and not just while they’re within the walls of the ICU.”

In early 2019, Dr. Heavner launched a post-ICU care team to follow patients as they leave critical care and move onto medical surgical units and, eventually, return home.

“These are patients who are well enough to leave the ICU but are still weak and debilitated,” Dr. Heavner says. “We help them transition over. We’re going to see them, get all their social work and palliative care needs met, and then

help them transition back into the community and back to their primary care physician. It’s not just a cold hand off.”

Two years ago, UM BWMC implemented the Guardian program, a system designed to catch early warning signs of sepsis – a leading cause of death in the United States. The program monitors patients’ vital signs throughout the hospital, and rapid response and ICU nurses track these vital signs around the clock. If concerning patterns emerge, the nurses deploy the rapid response team immediately, saving valuable time. Early in Dr. Heavner’s tenure, the hospital doubled staffing for the Guardian Program.

Since the program started, transfers from medical surgical units to the ICU have dropped dramatically. Cardiac arrests in the hospital have also dropped by 85 percent.

“We are able to see subtle changes before anyone else does,” Dr. Heavner says. “Through this program, we are focusing on prevention and early intervention.”

Patients, family members and staff recognize Dr. Heavner’s dedication to the field and to improving critical care for patients hospital wide.

“Over this past year, Jason has played an integral role in reducing hospital acquired infections and mortality,” says Senior Vice President and Chief Medical Officer Neel Vibhakar, MD. “In addition, he has implemented changes to improve flow from the operating room to the ICU; applied evidence-based medicine to policies and procedures; taken on leadership roles on committees both locally and at University of Maryland Medical System, and helped nursing residents with their clinical projects.”

This year, Dr. Heavner’s efforts to provide preventive, ICU and post-ICU care will continue to grow, thanks to the hospital’s new outpatient pulmonary practice.

“The biggest benefit to our patients is the continuity of care,” he says. “From the outpatient to the inpatient, into the ICU and back out to the community, we manage the patient’s illness, all with the goal of keeping people healthy and out of the hospital.”

Dr. Heavner received his medical degree from the University of Maryland School of Medicine. He completed a residency in internal medicine and a fellowship in pulmonary diseases and critical care at Yale New Haven Hospital in Connecticut.

SPOTLIGHT ON  
OUR ASSOCIATES

# Meet **Linda Bennett**

AMBASSADOR OF THE YEAR



UM BWMC established the Ambassador of the Year Award in 1983 to acknowledge a hospital associate who most exemplifies the spirit of volunteerism in the community we serve. Award recipients give generously of their time and talents while promoting UM BWMC to the residents of this region.



“It’s really important that people are aware of mental illness. It doesn’t have to have the stigma that it has.”

**E**ver since Linda Bennett joined UM BWMC in 2015, the psychiatry unit has never looked – or felt – the same. As an administrative technician, Bennett is responsible for checking in and discharging patients, ordering supplies and ensuring patient forms are in order. But she is also the unit’s unofficial interior decorator, social director and community outreach coordinator.

Within months of starting on the unit, Bennett began hanging signs depicting serene landscapes and inspirational quotes. Every holiday, she adorns the unit’s walls and windows with festive decorations. And this year, through her work with the hospital’s Unit Practice Council, she launched a unit walking trail.

“Patients on our unit pace a lot, so with them pacing, we thought, ‘Let’s incorporate that into something fun,’” Bennett says.

To mark the trail, Bennett and her colleagues placed vinyl clings shaped like animal footprints along the wall. Each one bears positive words like “unstoppable,” “happy” and “perseverance.”

“I’m always trying to find new ways of making it feel more like home,” Bennett says. “It’s good for the staff, and it’s good for the patients.”

Bennett is also an advocate of team building, celebrating others’ milestones and increasing awareness of mental health. Every time a staff member retires or has a birthday or baby, Bennett organizes a party. She coordinated the psychiatry department’s first annual picnic in 2017, bringing team members from throughout the hospital together.

And in 2016, she launched the unit’s first paint night to raise money for the National Alliance on Mental Illness (NAMI) Anne Arundel County chapter. Since then, Bennett has led multiple events and fundraisers for NAMI and the American Foundation for Suicide Prevention (AFSP), including bingo nights and walks. During the NAMI and AFSP Out of the Darkness walks in 2018, Bennett’s teams raised more than \$2,500 and \$1,800, respectively.

She’s even training to become a NAMI Family-to-Family facilitator to support family members of adults living with mental illness.

“It’s really important that people are aware of mental illness,” Bennett says. “It doesn’t have to have the stigma it has.”

Colleagues say they appreciate all of Bennett’s advocacy work and her efforts to create a cheerful environment for both patients and staff.

“Linda inspires camaraderie throughout the year,” says Brian Lynch, Vice President of Human Resources. “Staff members and patients alike take comfort in knowing she’s there. She is a true advocate for their well-being and an invaluable ambassador for our hospital.”

# Meet Lee Pearson

## GRATEFUL PATIENT

**T**he day Prodgelee “Lee” Pearson learned she had stage four bladder cancer, she was dumbfounded.

She felt fine, aside from what she thought was a mild infection. In fact, this busy 70-year-old grandmother, known hugger and former executive assistant rarely got sick – and rarely sat still.

Lee chose to begin treatment immediately here at the UM Baltimore Washington Medical Center’s Tate Cancer Center, where our board-certified specialists crafted a plan to care for her medical, social and emotional needs.

That plan began with a three-month round of chemotherapy. For each treatment, Lee and her husband, John, traveled from their Baltimore County home to the Tate Cancer Center chemotherapy suites, where Lee received important medication to shrink her tumor. She also received an abundance of hugs, words of support and kindness from our unwavering medical oncologists and nurses.

Personalized touches made her feel more at home, like the chemotherapy nourishment center, where nurses

provide snacks to ward off nausea; foot massages, which helped her relax during treatments; and the Healing Garden – a landscaped, hillside garden designed to bring peace to patients and their families.

“During chemo, I would turn my chair sideways so I could look out at the garden,” Lee said. “It helped to look out and see nature.”

Lee also took the Tate Cancer Center’s free therapeutic yoga classes for cancer survivors and joined Tate’s cancer support group, where she bonded with other cancer patients and survivors.

Five months after her diagnosis, Tate Cancer Center surgeons removed what was left of Lee’s tumor. She was officially cancer free, thanks to the exceptional clinical care and individual support she received.

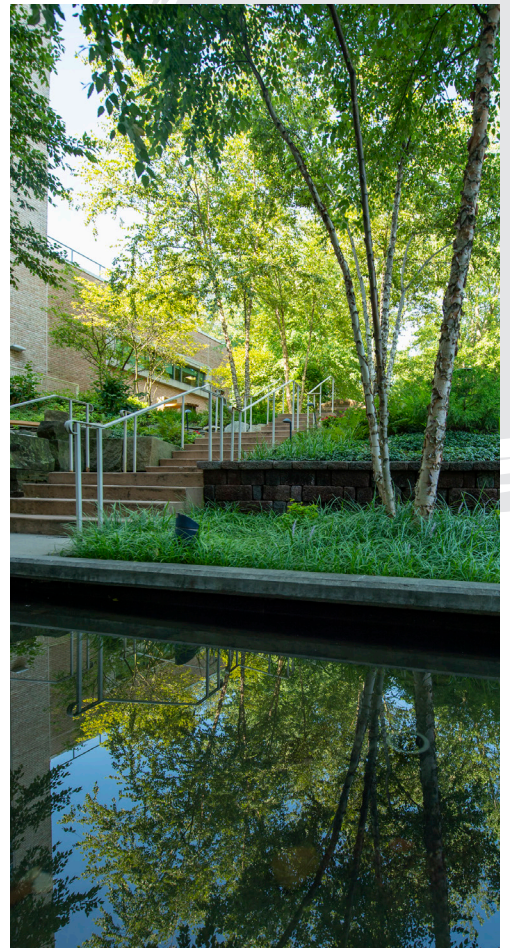
“When I think about how fortunate I am with all these people around me, I’m just blessed,” Lee said. “They treated me like I was gold. And looking back, I know the little things, those personal touches, made a big difference in my overall wellbeing.”



“During chemo I would turn my chair so I could look out at the garden. It brought me peace and comfort during treatment.”

Established in 2003 with a donation from the TKF Foundation, the Healing Garden provides a tranquil place for patients and their families to relax, meditate, or take a break from treatment.





SPOTLIGHT ON  
OUR VOLUNTEERS

# Meet **Kenny Lipman**

VOLUNTEER



“When I retired, I wanted to do something I absolutely enjoyed doing, and that’s what I found at the hospital.”

**F**our days a week, Kenny Lipman and his wife, Ruth, leave their Pasadena home before sunrise to drive to UM BWMC. The couple arrives by 5:15 am. His wife, a patient care technician, heads toward the back of the surgery center, while Lipman heads toward the front. There, he will greet patients and their families as they arrive.

“Patients start arriving at 5:30 am for surgery,” Lipman says. “Today, we had a third of our patients registered and ready for their procedure by 6 am.”

Lipman began volunteering at UM BWMC in 2014 after working more than 30 years as a Baltimore City police officer.

“When I retired, I wanted to do something I absolutely enjoyed doing, and that’s what I found at the hospital.”

Initially, Lipman served on the hospital’s volunteer committee, which helped to place volunteers throughout the hospital.

“We had people who wanted to be volunteers with all different kinds of experience, all different kinds of ability levels,” he says. “I really prided myself on being able to place every person in a position that reflected their skills, interests and experience level.”

A few years ago, Lipman moved into the surgery center as a volunteer. In addition to greeting patients and their families, Lipman staffs the front desk, explains the status board in the surgery center’s waiting room, reaches out to physicians and lab technicians for test results and escorts family members to see their loved ones after surgery.

UM BWMC volunteers are required to volunteer at least four hours a week at the hospital. Lipman routinely volunteers at least 14. That gives him plenty of time to observe the care being provided. Each day, he says he likes what he sees.

“From every point of view, from the doctor to the clinical care coordinator to the nurses to the nurse manager to the patient care technicians, all the way down the line, the service and the care these patients are getting is excellent,” Lipman says. “They do more than what’s required in each case.”

And just as many of the staff members do, Lipman takes the hospital’s success personally.

“The patients, the family members, they don’t differentiate between volunteer and employee,” he says. “We are all representing the hospital in whatever we’re doing, however we’re doing it.”

*UM BWMC’s volunteer program launched in 1965 when the medical center opened. The service-based program allows community members to give back and positively impact the care provided to patients throughout the hospital. To learn more, visit [umbwmc.org/volunteer](http://umbwmc.org/volunteer).*

# Q&A with Annie Sanford and

PATIENT AND FAMILY ADVISORY COUNCIL CO-CHAIRS



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atient and family member engagement is essential to the patient's recovery and healing process at UM BWMC. That's why in 2014, the hospital established the Patient and Family Advisory Council – a group of patients, families, community members and hospital representatives who provide feedback on hospital initiatives.

Today, the Patient and Family Advisory Council helps shape the future of care at UM BWMC.

Meeting monthly, council members review everything from patient handbooks to the hospital's accessibility. They also regularly tour the hospital, looking for ways to improve the patient and family experience.

Co-chairs Annie Sanford and Dave Lanham have served on the council since its inception. Here, the longtime Anne Arundel County residents share why they joined the council and how it is making a difference in staff, patient and family member lives.

### **Why did you join the Patient and Family Advisory Council?**

**Annie:** "For me, it was mainly to help me grieve. After losing my mother, I had a void. When I'm here, I feel very close to her, and I can provide a voice for those who have no voice."

**Dave:** "I've lived here all my life. Annie has too. This is our community, so if we can do something to make the hospital stay a better experience for patients and their family members, that's what we want to do."

### **How has the council impacted the patient and family experience at UM BWMC?**

**Annie:** "Over the years, the council has been involved in many aspects of the hospital. Our input and ideas have improved the care of our patients and their families."

**Dave:** "Daily rounds are when doctors and nurses meet with family members at the patient's bed side to discuss the patient's care. This rounding led to better communication between staff and families. Whether it's weighing in on big initiatives like hospital rounding or reinforcing courtesies like keeping noise down on nursing units, we are there to ensure that patients and families have an exceptional patient experience at our hospital."

# Dave Lanham



“And when the hospital added new lifts to safely move patients in and out of their beds, I tested them out to see if they were comfortable and accessible. The new lifts also make it safer for the nurses and the techs. We want to see both sides of the coin: what the people who work here think and what the patients and family members experience.”

**Annie:** “We’re continually evolving. We’re like the ocean. There’s constant movement, there’s constant change.”

**How does the council incorporate the perspective of hospital staff in its work?**

**Annie:** “We always consider the staff. Our work would not be possible if we didn’t understand and value their essential role in patient care. We are proud of the fact that we work together as a unit.”

**Dave:** “The employee experience to me is as important as patient and family experience. We try to bridge that between the two. If I’m here as a patient, I’d be grateful to have people take care of me who want to be here and who like their job.”

**Annie:** “What we do is remind staff that we are your mother, your father, your brother, your family member and we are seeing you at the worst time of our lives. You are our lifelines. It doesn’t matter what department you’re in. If you’re emptying my trash, if you’re coming in to change my bed, if you just come to hold my hand, you’re my lifeline.”

**What’s the most rewarding part of serving on the council?**

**Annie:** “Interacting with patients and staff and being a facilitator of change.”

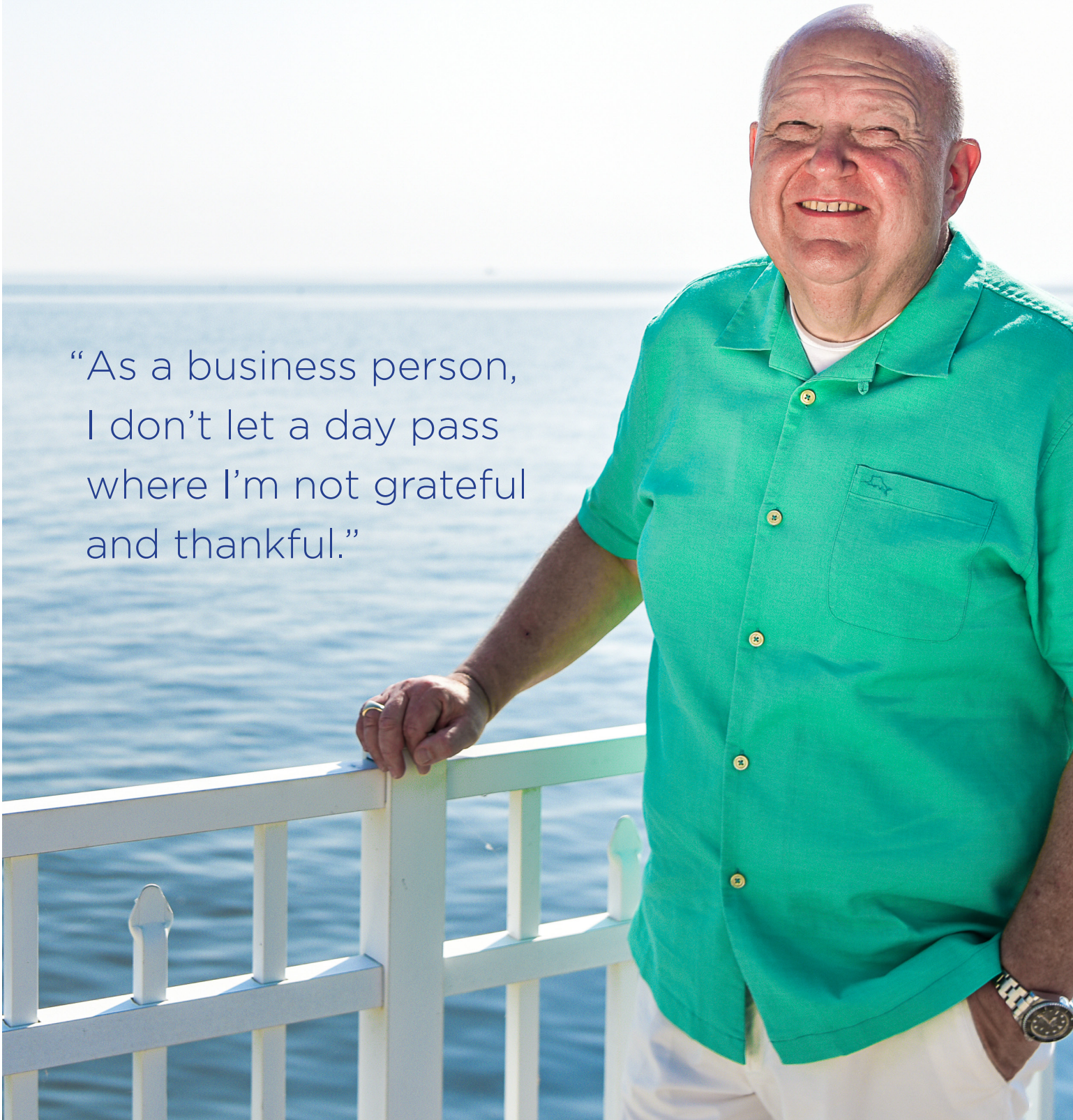
**Dave:** “Volunteering my time, giving back to the community and seeing that we are making positive changes. Change is inevitable, and we are here to ensure that patients and families have a consistent positive experience as the hospital evolves.”

*To learn more about the Patient and Family Advisory Council, visit [umbwmc.org/volunteer](http://umbwmc.org/volunteer).*

# Meet **John Mason**

DONOR

“As a business person,  
I don’t let a day pass  
where I’m not grateful  
and thankful.”





**J**ohn Mason considers himself blessed to be at the helm of a historic and successful family business. As president of Kurtz's Beach Ltd., which runs the waterfront Kurtz's Beach venue in Pasadena, he and four generations of his family host hundreds of weddings, wakes, picnics, fundraisers and birthday parties every year.

"As a business person, I don't let a day pass where I'm not grateful and thankful," Mason says while sitting in the venue's lobby. "My cousin and I are partners, my daughter-in-law is our events coordinator and my cousin's grandson has worked for us since he was old enough to walk. And my 98-year-old mother, Rose, is in here today, peeling potatoes. She wouldn't have it any other way."

Kurtz's Beach opened in 1933 as one of ten privately owned bathing beaches in northern Anne Arundel County. Mason, a lifelong Pasadena resident, and his cousin, Bonnie Dausch, joined forces in the early 1990s and transformed the business into the scenic and popular venue it is today.

As he has seen their business grow over the years, Mason and his family have also witnessed UM BWMC evolve from a small, community hospital into a regional health care leader.

"There was a day that if you needed specialty health care, you had to go to

Baltimore," Mason says. "My cousin, who I'm in business with, her daughter passed in 1973 from a brain tumor. There were no local options at the time."

That changed in 2003, when the hospital opened the Tate Cancer Center, Mason says.

"The fact that our hospital has evolved and is now part of the renowned and nationally recognized University of Maryland Medical System isn't something we as county residents should take for granted," he says. "It is not a secret that this area has a high rate of cancer. I hope our community realizes just how fortunate and blessed we are to have the outstanding hospital that we have, but furthermore, to have the Tate Cancer Center in our backyard."

In recognition of UM BWMC's growth and changing needs, Mason and his family became hospital donors in the 1990s, and in 2005, Mason began donating directly to the Tate Cancer Center – both on his own and through events the BWMC Foundation hosts at Kurtz's Beach.

"I just think it's the right thing to do," he says. "When you've been blessed to do what we've done, it's important to be able to give back. And how fortunate we are to have such an excellent source to give back to. We're all in this together."

*To learn more about ways to support the hospital or a particular program or department, visit [umbwmc.org/giving](http://umbwmc.org/giving) or call 410-553-8560. All gifts are acknowledged to the donor's specifications and can be given anonymously if desired.*

## **Primary Care**

UM BWMC's primary care providers help patients manage their long-term health and keep families well year after year. With locations throughout Anne Arundel County, our family medicine and internal medicine physicians provide a variety of medical and preventive services for youths, adults and seniors. Services range from routine medical exams and treatment of common illnesses and injuries, to specialized care for patients. In addition, our adult and senior care providers offer specialized medical care to adults age 49 and older, focusing on helping patients with unique health challenges as they enter the later stages of life.

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*"The team at UM Baltimore Washington Medical Group – Adult and Senior Care could not be more personable. My doctor is interested in your entire life, not just your medical history, and understands how mental health and finding activities you enjoy are important to your wellbeing. He helps me manage my pre-diabetes so I can prevent complications. He helps me navigate all my health concerns."*

**Cecilia Rose Hall,**  
**primary care patient**

## **Cancer Care**

The nationally recognized Tate Cancer Center offers patients access to an entire team of cancer experts and the most sophisticated technology in one location. The Center provides treatment programs for breast cancer, gastrointestinal cancers, lung and esophageal cancer, skin cancer, brain and spine tumors, and gynecological and genitourinary cancers. Individualized care plans are managed by a multidisciplinary team of surgeons, medical and radiation oncologists, pathologists, radiologists, nurse navigators, genetic counselors, and other care providers. Patients receive ongoing support and recovery resources through the Survivorship Program, and have access to clinical trials through the Center's affiliation with the NCI-designated University of Maryland Marlene and Stewart Greenebaum Comprehensive Cancer Center. The Tate Cancer Center is accredited by the Commission on Cancer as an Academic Comprehensive Cancer Program, a designation only 13% of cancer programs in the nation have achieved.

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*"I completely trusted my medical team. I can't say enough about the doctors, nurses, and even those who brought me meals. Six weeks later I was able to resume my normal exercise routine. It feels good not to have cancer hanging over me. I feel great, and I'm enjoying my life."*

**General Michael Williams,**  
**cancer patient**

## **Vascular Care**

The Vascular Center is home to nationally recognized specialists who treat all forms of vascular disease, from routine care to complex disorders. The Center offers a full-service vascular laboratory and a state-of-the-art endovascular suite with the latest technology for minimally invasive care. UM BWMC is the first hospital in Maryland and the Mid-Atlantic region to install the new Artis Pheno® multi-axis angiography system. This state-of-the-art robotic imaging system enables vascular surgeons to treat a variety of vascular pathologies with advanced imaging capabilities, including peripheral artery disease, aneurysmal disease and cerebrovascular disease.

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*"My surgeon was really great about explaining everything to me and made sure I understood every step of the process. I was back on my feet almost immediately after surgery. Most importantly, I don't have any more pain when walking."*

**John Gresens,**  
**vascular patient**





## Spine and Brain Care

Neurosurgeons and neurologists of the Spine and Neuroscience Center treat patients with injuries or diseases of the brain, central nervous system, spine, and spinal cord. The team of specialists use the most advanced, non-surgical and minimally invasive techniques available. Experienced surgeons use operating rooms equipped with advanced technology, including a 3-D navigational system and an intra-operative CT imaging for complex surgeries. UM BWMC is designated by The Joint Commission as a Primary Stroke Center – a seal of approval that ensures patients receive the highest quality of care. In addition to stroke, our neurologists specialize in epilepsy, seizures, multiple sclerosis, movement disorders, dementia and more.

*“My neurosurgeon confirmed that a disc in my neck was herniated and pinching one of the nerves to my left arm. When you don’t feel good, you can’t give it your all. Thanks to my surgeon, I had a cervical disc replacement and now I have complete range of motion. There is nothing I can’t do. I’m better than I was before.”*

**Mia Anderson,  
spine surgery patient**





## Heart Care

The cardiac care team at UM BWMC is dedicated to the prevention, diagnosis, treatment and recovery from cardiovascular conditions, including heart disease, hypertension, cardiac arrhythmia, congestive heart failure, and heart attack. From healthy lifestyle changes and ongoing management to emergency intervention and rehabilitation, we offer a full continuum of care to keep hearts healthy. In our state-of-the-art cardiac catheterization lab, our skilled interventional cardiologists diagnose heart disease and perform minimally invasive elective and emergency procedures to unblock arteries. Through our connection with the University of Maryland Medical Center – number one for heart surgery in Maryland – we offer seamless access to top heart surgeons and specialists to treat the most complex cardiovascular conditions.

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*“All the nurses and doctors at UM BWMC are fantastic. I knew I was in good hands, and my cardiologist saved my life. It’s reassuring to know that my cardiologist, my cardiac rehab program and the people who saved my life are all just a quick drive away. You never think a heart attack could happen to you, but if it does, I would highly recommend UM BWMC.”*

**Philip Newcomb,  
cardiac patient**

## Women’s Health

The Pascal’s Women’s Center at UM BWMC is home to our obstetrics unit, featuring spacious labor and delivery rooms, dedicated C-section rooms, and mother-baby unit with private rooms. Premature babies born at 32 weeks and up, and babies with medical, breathing or feeding difficulties receive additional care from our Neonatal Special Care Unit. Also available onsite is the University of Maryland Center for Advanced Fetal Care, a world-class clinical and research center dedicated to the care of unborn babies and their families. Registered nurses, midwives, obstetricians, anesthesiologists, neonatal nurse practitioners, and pediatricians all work together to keep mothers and newborns healthy.

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*“I can’t believe how lucky we are to live so close to UM BWMC. It was everything we needed it to be. Wonderful, supportive midwives in a safe, medical setting. I had exactly the birth I wanted. My midwife supported me safely through a rough delivery and I was treated with so much respect throughout the whole process. So happy we chose UM BWMC.”*

**Christina Riley Strouse,  
women’s health patient**

## Behavioral Health

UM BWMC provides a full range of behavioral health care services to adult patients. The team of behavioral health specialists offers inpatient and outpatient programs for adults suffering from mental health disorders, depression, anxiety disorders, suicidal thoughts or behavior, substance abuse problems, psychiatric crises and other behavioral health conditions and co-occurring disorders. Our psychoeducational services involve psychotherapy, community reintegration, medication stabilization and family consultation and education services. UM BWMC recently expanded its inpatient psychiatry unit from 14 to 24 beds to serve more community members in need of behavioral health care.

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*“The mental health support group at UM BWMC has helped in my recovery process so much. It keeps me grounded and the people are always supportive and encouraging. Even though I am doing well, it is comforting to be around people who care and understand what I am going through.”*

**Karen Cotham,  
mental health patient**

University of Maryland Baltimore Washington Medical Center has been a part of the fabric of Anne Arundel County for more than 50 years and is dedicated to improving the health and well-being of the communities we serve.

### Economic Impact

**UM BWMC plays a vital role in improving and strengthening the local and state economies** through jobs and capital improvements.

As one of the county's largest private employers, we employ over **3,000** staff members and close to **900** providers on our medical staff. With an operating revenue of **\$462 million**, we spend over **\$246 million** in payroll expenditures for salary and benefits and **\$173 million** for goods and services. Our annual capital expenditures total over **\$30 million**.

### Community Benefit

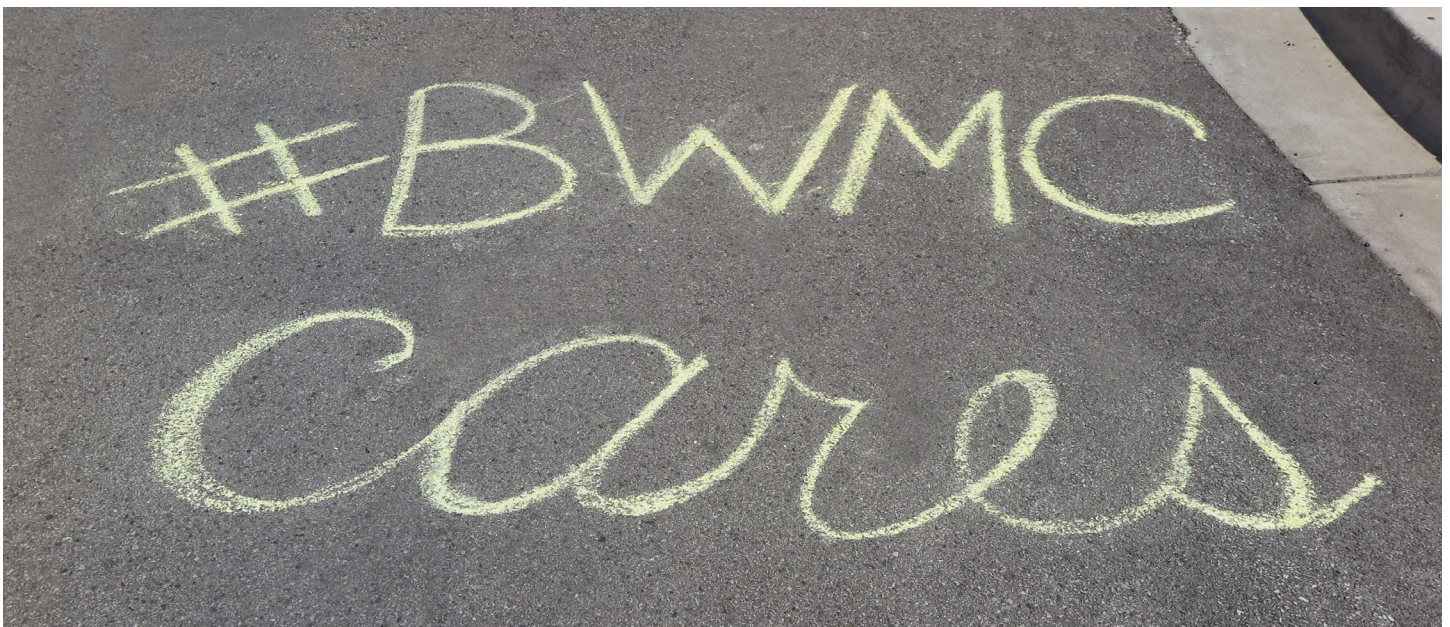
UM BWMC provided **\$23,691,460** in total community benefit in fiscal year 2018, including **outreach services, education and programs aimed at specific community needs**.

**25,000**

Inpatient  
Admissions  
and  
Observations

**162,000**

Outpatient  
Visits





**85,000**

Emergency  
Department  
Visits

**3,000**

Staff  
Members

**900**

Medical  
Staff  
Members

## Recognition of Quality Care

**UM BWMC has been recognized by several national organizations for delivering quality care at the highest levels, including:**

- **A three-year accreditation by the Commission on Cancer as an Academic Comprehensive Cancer Program**, a designation only achieved by 13% of cancer programs in the nation
- **U.S. News and World Report 2018-2019 Best Hospitals designation**, ranking High Performing in COPD, colon cancer surgery, heart failure and lung cancer surgery
- **Several quality awards from the American College of Cardiology and American Heart Association** for sustained cardiac excellence
- **Get With The Guidelines® – Stroke Gold Plus with Honor Roll Elite Plus Achievement Award** from the American Heart Association and American Stroke Association, which recognizes hospitals who ensure stroke patients receive the most appropriate treatment according to nationally recognized, research-based guidelines based on the latest scientific evidence.

## Growing to Meet Health Care Needs

**UM BWMC is growing to meet the needs of our county.** Over the next five years, UM BWMC is planning **\$80-90 million in capital investments**, which will include two inpatient and observation units, additional rooms in the Labor and Delivery Unit, and the construction of a **state-of-the-art Medical Office Building designed to enhance ease of access to clinical outpatient services.**



# BWMC Foundation

The Baltimore Washington Medical Center Foundation is the philanthropic arm of UM Baltimore Washington Medical Center (UM BWMC). Its mission is to build and grow relationships and financial resources to help UM BWMC provide the highest quality healthcare to the communities we serve. With hospital spending margins of less than 3%, the BWMC Foundation helps fill the gap between UM BWMC's operations and reimbursements, and the need for capital initiatives, technology, programs and services that allow us to provide state-of-the-art, unparalleled care to our community.

Here are just some of the ways that donations and philanthropic support have made meaningful impact through the years :

- The BWMC Foundation has played an integral role in bringing major revitalization projects to completion, including the expansion of the Emergency Department, the Tate Cancer Center, the Aiello Breast Center, construction of the west building/patient tower, and the expansion of mental health inpatient beds.
- The Foundation's Scholarship Program has awarded more than \$400,000 in scholarship funds to support almost 250 UM BWMC employees who have pursued degrees in nursing and allied health.
- The Foundation's partnership with the medical center's Community Outreach program provides hundreds of donated items every year that bring comfort, care, assistance, and education to our patients and community.
- Signature events like the BWMC Golf Tournament, Crab Feast, and Gala play an important role in raising funds for UM BWMC and enable the Foundation to form valuable partnerships with community businesses, leaders and volunteers.

UM BWMC accepts gifts of any and all sizes and offers numerous ways to donate – cash and credit card donations, pledges, monthly contributions, matching gifts, personal property and real estate, stocks and securities, and bequests. Every gift makes a difference and helps us provide unparalleled health care services and patient experiences to our community. Visit [bwmcfoundation.org](http://bwmcfoundation.org) to make a difference.



*The Baltimore Washington Medical Center Foundation is a 501c(3) non-profit organization. Contributions are tax-deductible to the fullest extent allowed by law. A copy of our most recent financial statement is available upon request by contacting The BWMC Foundation, 300 Hospital Drive, Suite 231, Glen Burnie, MD 21061. Documents and information submitted to the State of Maryland under the Maryland Charitable Solicitations Act are available from the Office of the Secretary of State for the cost of copying and postage. To opt out of receiving future Foundation mailings, please contact our office at 410-553-8560 or [bwmcfoundation@umm.edu](mailto:bwmcfoundation@umm.edu).*



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