



CalvertHealth

New Provider Orientation



Getting to Know CalvertHealth

- Overview
- Vision and Mission
- Five Year Strategic Plan
- Health System History
 - A History of Growth and Expansion
 - Calvert Health System Today
- Health System Facts and Figures
- Our Community
- Organizational Structure – CalvertHealth Leadership
- Hospital Services Available
 - Inpatient
 - Outpatient
- Hospital Floorplans
- Smoke-Free Campus



Calvert Health Overview

- Private, non-profit, community-owned hospital
- Joint Commission Accredited
- Designated Maryland Primary Stroke Center
 - Recipient of the 2018 Gold Plus Award for the 7th time for stroke treatment by the American Heart Association.
- Baby Friendly Designated Birth Center
 - 6th hospital and first private hospital in Maryland to receive the award
- Named “Most Wired” in 2016, 2015, 2014 by the American Hospital Association
- Ranked Top Performer on Key Quality Measures® in 2014 by The Joint Commission (3rd year in a row)
- Earned Excellence Award for Quality Improvement in 2014 from the Delmarva Foundation (6th time since its inception in 2003)



Our Mission and Vision

- **Our Mission (WHY WE EXIST)**

CalvertHealth's trusted team provides Southern Maryland residents with safe, high quality health care and promotes wellness for a healthy community.

- **Our Vision (WHAT WE HOPE TO ACHIEVE)**

We provide exceptional care and make a difference in every life we touch.



Five-Year Strategic Plan (FY20-FY25)



1: Patient Centered System of Care

Expand access to a high- quality continuum of care resulting in high patient satisfaction and a healthy community.



2: Market Position & Strategic Alliances

Strengthen our position in the marketplace through high quality affiliations and strategic partnerships.



4: Infrastructure and Finance

Fortify and adapt critical foundations for finance, technology and facilities to meet growth and efficiency targets.



3: Workforce and Culture

Sustain a highly skilled and satisfied workforce and culture which demonstrates safety, quality, accountability, teamwork and patient-centered service.

Our History 100 YEARS

1919-2019



Celebrate Our Past.
Know Us Now.



A History of Growth and Expansion

- Key historical dates:
 - 1919: Hospital of Calvert County opened
 - 1953: New hospital opened on current property
 - 1973: Renamed Calvert Memorial Hospital
 - 1978: Three-level hospital opened in current location
 - 1984: Added levels 4 and 5
 - 1991: Opened the Medical Office Building
 - 1997: Opened Transitional Care Unit on Level 4
 - 1999: Opened Surgery Center, Family Birth Center
 - 2009: Opened Calvert Medical Arts Center
 - 2016: Opened new, upgraded Radiology Unit
 - 2017: Broke ground for expansion converting the hospital to all private rooms



Calvert Health System Today

- Calvert Health System is comprised of:
 - CalvertHealth Medical Center (CHMC)
 - CalvertHealth Medical Group (CHMG)
 - CalvertHealth Outpatient Rehabilitation (CHOR)
 - Calvert Medical Management (Outpatient Billing)
 - Calvert Medical Imaging Center (50/50 venture with RadNet for outpatient imaging)
 - Sheldon E. Goldberg Center for Breast Care
 - Patriot Care Urgent Care Centers (Dunkirk, Prince Frederick, Solomons)
 - CalvertHealth Foundation
 - CalvertHealth Auxiliary



Health System Facts and Figures

The Medical Center

- 74 licensed beds
- Six (6) ICU beds (plus e-care monitoring)
- Five (5) Private Birthing Suites
- Six (6) OR theaters
- 1300 employees
- 365 Medical Staff

Yearly Patient Encounters

- 40K ED visits
- 28K Urgent care visits
- 6K Patient admissions
- 79K Outpatient visits
- 9K surgical procedures
- 500+ Babies delivered



Our Community

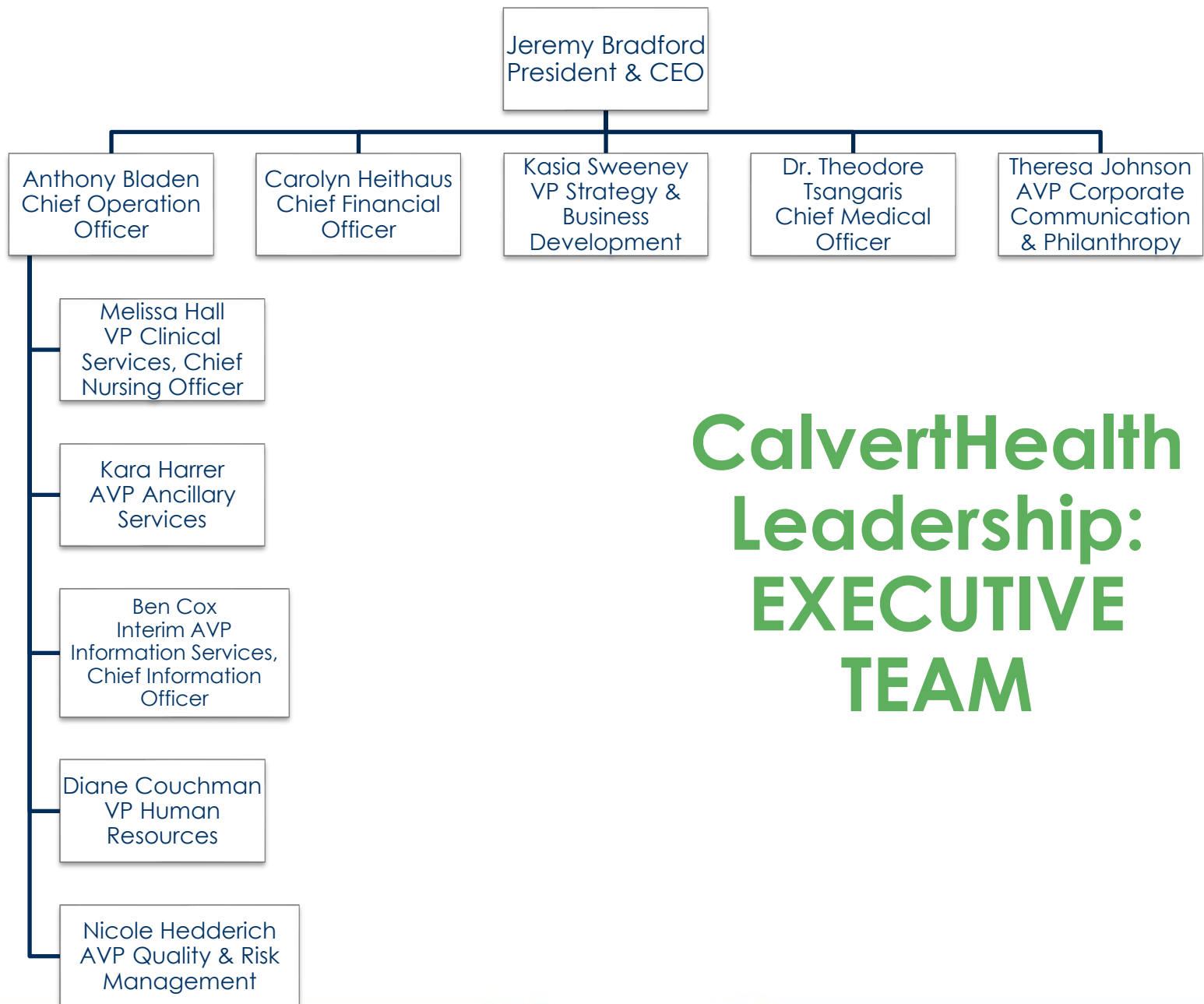
Demographics

- 91K residents
- 7500 businesses
 - Calvert Health System is largest private employer
- Lower than average unemployment (3.9%)
- Higher than average HH Income (\$96K)
- Higher than average education levels
 - 93.3% HS graduates
 - 29.1% college degree
- Higher than average median home price, home ownership
- Lower than average % of population living in poverty (5.9%)

Health Issues

- 94% of adults, 95% of children have health insurance
- 91% of adults have had regular routing checkups
- 89% of people have a PCP
- Higher than average incidence of and death from breast cancer
- Higher than average death from prostate cancer
- Higher than average incidence of asthma and COPD
- Lower than average participation in exercise
- 19% of adults, 23% of adolescents use tobacco





CalvertHealth Leadership: EXECUTIVE TEAM



Jeremy Bradford **President & CEO**

- CalvertHealth Medical Center
- CalvertHealth Medical Group
- CalvertHealth Foundation
- Strategic Planning
- Public Relations & Marketing
- Compliance



Tony Bladen

Chief Operating Officer

- Quality & Risk Management
- Human Resources
- Information Services
- Nursing Division
- Operations Division
- Plant Operations



Carolyn Heithaus
Senior VP Finance
Chief Financial Officer

- Finance
- Supply Chain Management
- Medical Records
- Patient Registration
- Patient Financial Services
- Patient Access Service Center



Melissa Hall

VP Clinical Services/ Chief Nursing Executive

- Surgical Services
- Intensive Care Unit
- Family Birth Center
- Behavioral Health (L-5)
- Emergency Department
- Pain Management
- Med-Surg Units (L-2, L-3)
- Nursing Administration
- Case Management and Integrated Care
- Wound Care Center



Dr. Theodore “Ted” Tsangaris
**VP Medical Affairs/
Chief Medical Officer**

- Program Director –
Cancer Service Line
- Medical
Affairs/Medical Staff
Office



Kara Harrer

AVP Clinical Ancillary Services

- Pharmacy
- Diagnostic Radiology
- Lab/Blood Bank
- Respiratory/
Cardiopulmonary Services
- Rehabilitation Services
- Emergency Management
- Telecommunications



Diane Couchman

VP Human Resources

- Human Resources
- Employee Health
- Education and Training
- Community Wellness



Theresa Johnson
**VP Brand Strategy &
Philanthropy**

- CalvertHealth Foundation, Inc.
- Corporate Communications
- Public Relations
- Marketing



Kasia Sweeney

VP Strategy & Business Development

- Strategic Planning
- Oncology Service Line
- Breast Center
- Infusion Center
- CalvertHealth Medical Group Practices



Nicole Hedderich
**Associate Vice
President
Quality and Risk
Management**

- Quality and Safety
- Risk Management
- Performance Improvement



Benjamin Cox

Interim Associate Vice President Information Services/CIO

- Biomedical Engineering
- Information Systems
- Information Services



Patrick Garcia Chief Compliance Counsel

Ways to Report Compliance Concerns:

- Compliance Hotline: Call 410.535.8282
- Anonymous Compliance Concern web form: [Click here to report a compliance issue](#)
- Safety Net: You should use Safety Net (log in or report anonymously) to report an incident that adversely affects or threatens the health, life, safety, or comfort of patients/residents, staff, volunteers, or visitors
- Report directly to someone in your chain of command, Compliance Officer or to a Compliance Team member



Hospital Services

Complete medical and surgical services in both inpatient and outpatient settings

- | | |
|--|---|
| <ul style="list-style-type: none">▪ Anti-Coagulation Clinic▪ Behavioral Health Clinic (inpatient)▪ Cardiac/Pulmonary Rehabilitation▪ Cardio-Pulmonary services (ECG, Stress testing, ABG, etc.)▪ Cancer Care<ul style="list-style-type: none">○ Breast Center○ High Risk Lung Cancer Program○ Urologic Cancer○ Gynecologic Oncology○ Hematology and Oncology○ Infusion Therapy○ Radiation Oncology○ Navigation and Support▪ Emergency Medicine▪ Designated Stroke Center▪ Endoscopy Center▪ Family Birthing Center | <ul style="list-style-type: none">▪ Imaging Services (inpatient and outpatient)▪ Interventional Radiology▪ Neuroscience Center▪ Non-Invasive Vascular Lab▪ Orthopedic Spine Clinic▪ Pain Management Center▪ Pediatric Care<ul style="list-style-type: none">○ Pediatric Cardiology○ Pediatric Orthopedic Clinic○ Pediatric Rehabilitation▪ Rehabilitation Services (inpatient and outpatient)▪ Spine Center▪ Surgical suite with 6 operating theaters▪ Urgent Care Centers (3)▪ Vascular Care Center▪ Wound Care Center |
|--|---|

See Summary of Services Document for more information

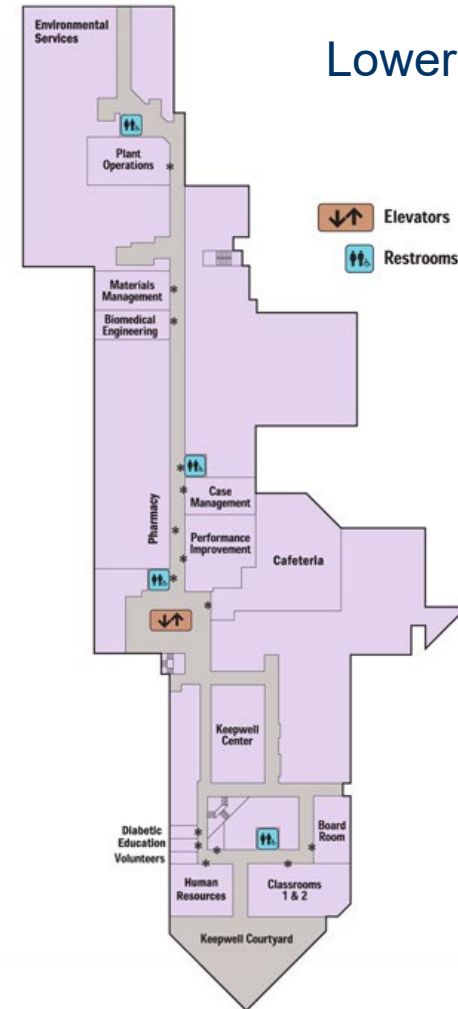


Getting Around

Main Floor

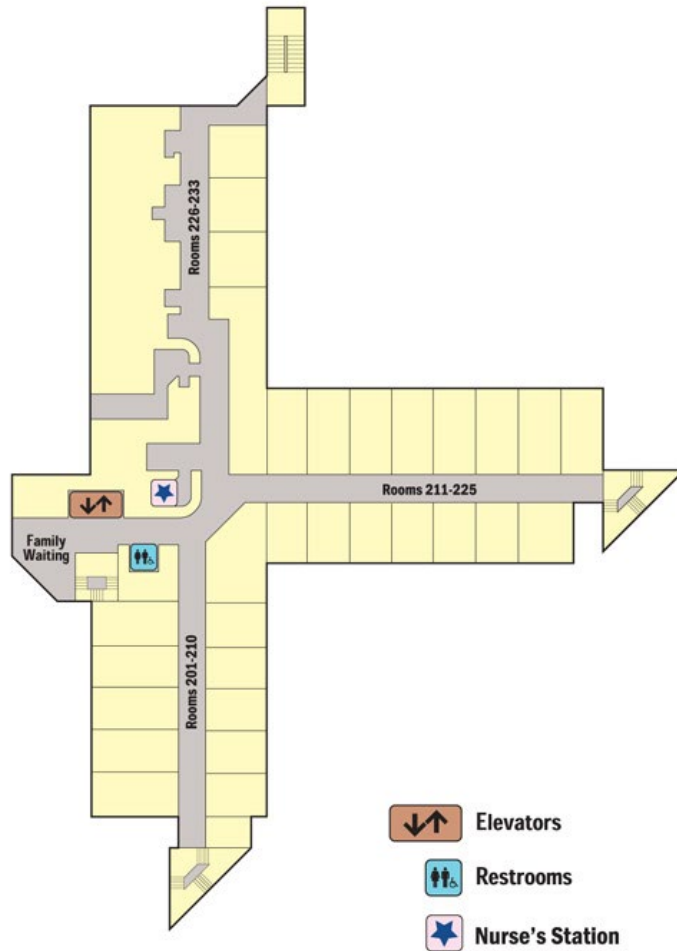


Lower Level

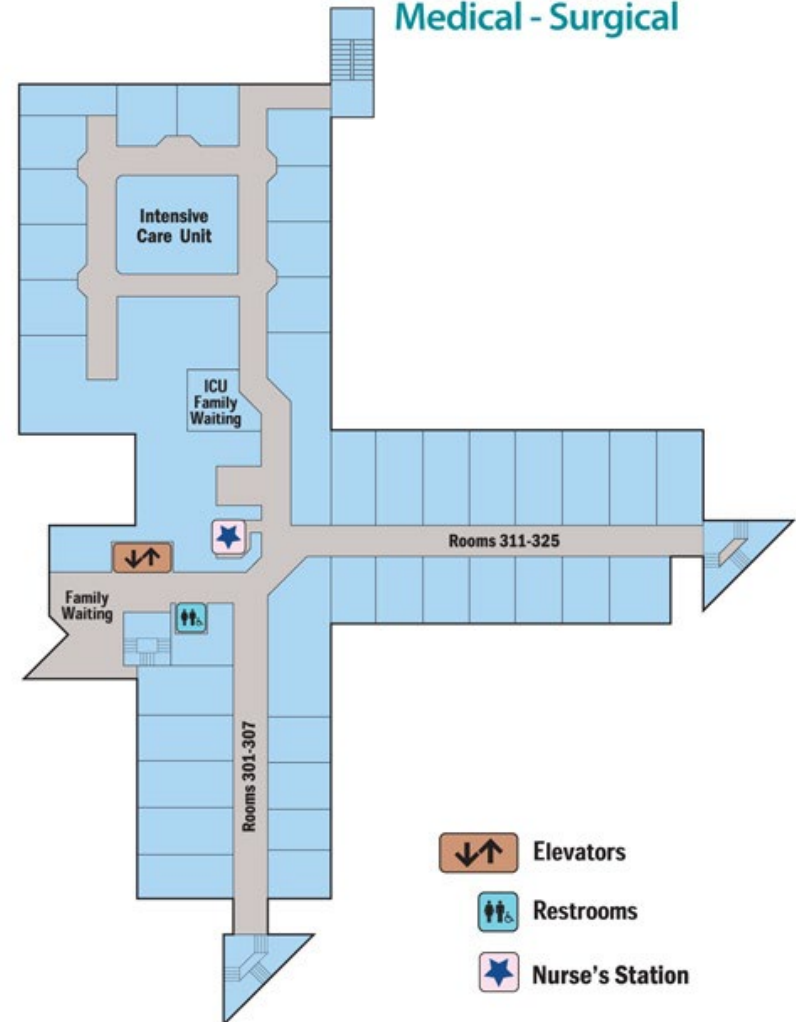


Patient Care Areas

Medical - Surgical

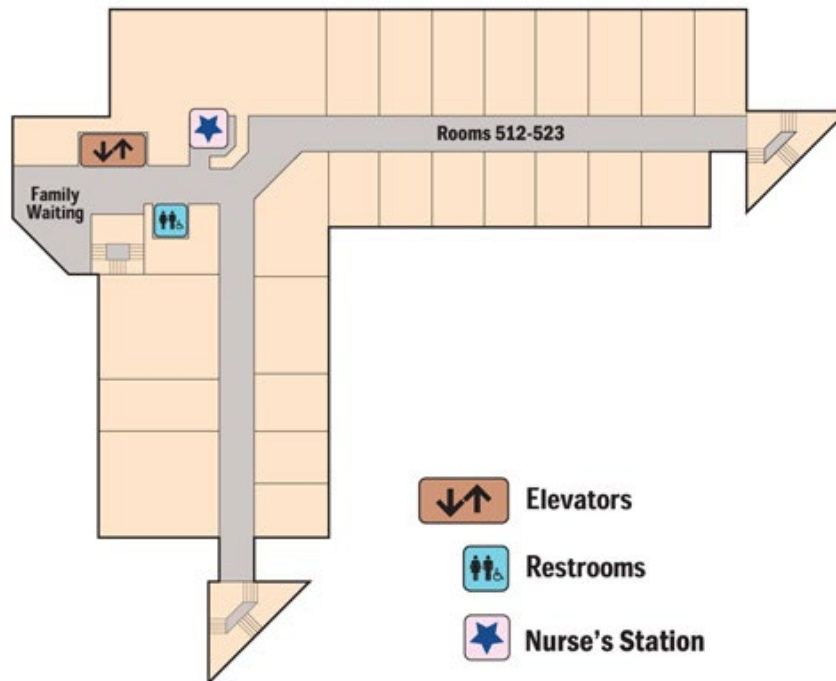


Medical - Surgical



Behavioral Health

Behavioral Health



Smoke Free Campus

- CHMC is smoke free
 - Hospital grounds and satellite offices
 - MOB
 - CMAC
 - Dunkirk Medical Center
 - Solomons Medical Center
 - Twin Beaches Community Health Center
 - It is EVERYONE'S responsibility to deter smoking anywhere on the campus
- See Policy GA-013: Smoke Free Campus

