



# CalvertHealth

## New Provider Orientation



# Provider Orientation Outline

- **Module 1: Getting to Know CalvertHealth**
- Module 2: Housekeeping Details
- Module 3: Responsibilities as a Member of the Medical Staff
- Module 4: Clinical Preparedness
  - Section 1: Work Environment
  - Section 2: Clinical Preparedness – TJC Requirements
  - Section 3: Clinical Preparedness – CHS Additions
  - Section 4: Patient Experience



# Getting to Know Calvert: Outline

- 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



# 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
  - 6<sup>th</sup> 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)**

Calvert Health'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: Ground breaking 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)
  - Calvert Health 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
  - Choice One 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

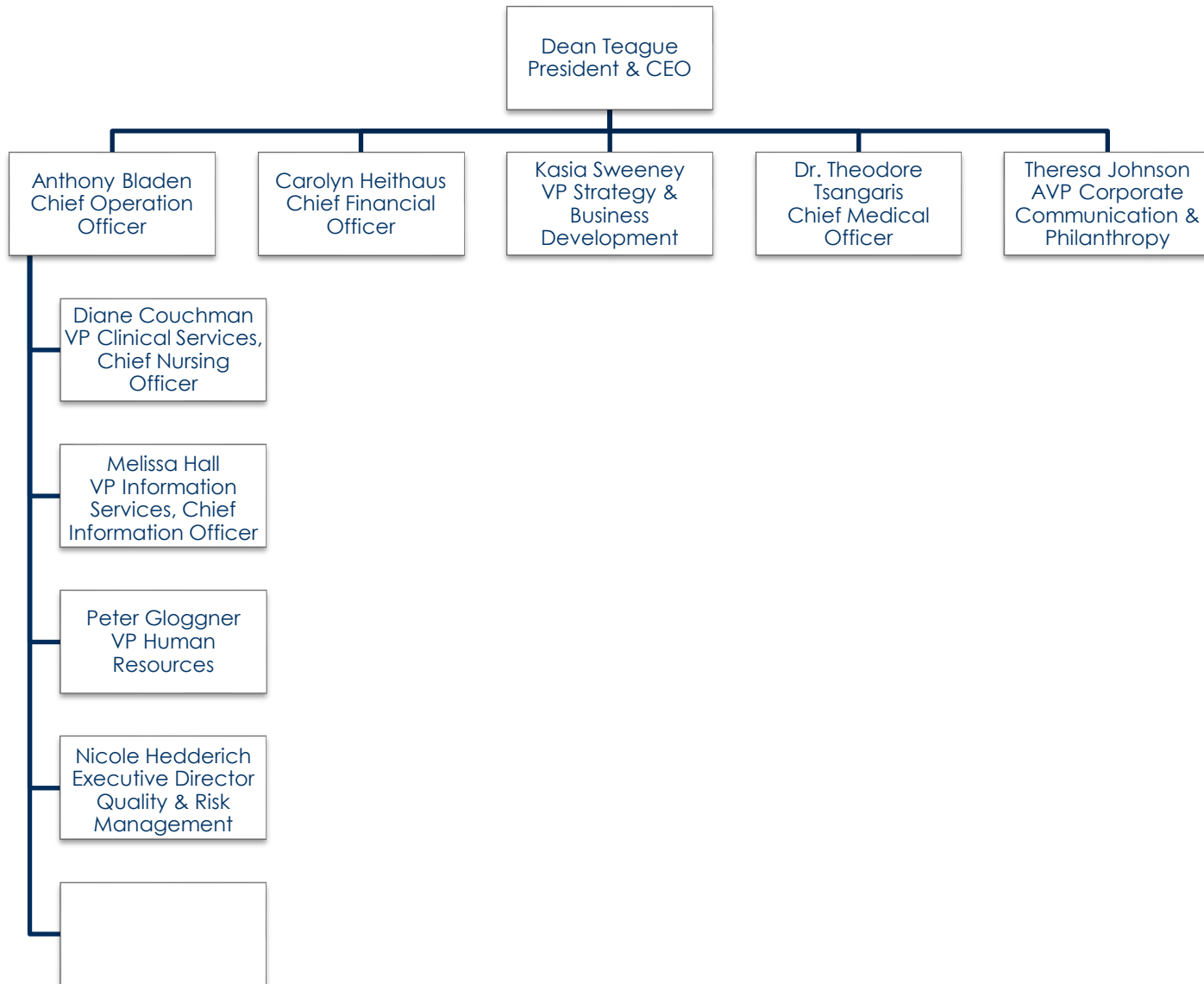
- 91K residents
- 7500 businesses
  - Calvert Health System is largest private employer
- Lower than average unemployment (3.9%)
- Higher than average HH Income (\$96K)
- Higher than average education levels
  - 93.3% HS graduates
  - 29.1% college degree
- Higher than average median home price, home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



# **Dean Teague** **President & CEO**

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





# ***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



# ***Diane Couchman***

## **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
- Guest Services



# Dr. Theodore “Ted” Tsangaris

## VP Medical Affairs/ Chief Medical Officer

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



***Peter Gloggner***

## **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



## ***Melissa Hall***

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