

Community Health

links

Winter 2004 Special Edition

WASHINGTON HOSPITAL CENTER'S QUARTERLY NEWSLETTER – A HEALTH EDUCATION AND COMMUNITY NEWS RESOURCE



2003 Report to the Community



Washington
Hospital Center
MedStar Health

SEE OUR EVENTS
CALENDAR IN THE
MIDDLE OF THIS
NEWSLETTER

WINTER 2004

INSIDE...

When Your
Health Is in
Jeopardy
page 3

Charity Care
and
Volunteerism
pages 3-5

Community
Benefits Stats
page 5

Early
Detection and
Promoting
Healthy
Lifestyles
pages 6-9

When You
Need a
Helping Hand
pages 10-11

Thinking
Ahead
pages 12-14

On the cover:
Ms. Diane Mills works
out at Washington
Hospital Center's
community aerobics
class.
Photo credit:
Conructiveimages.com



President's Message

This is an important time in our nation's capital and for Washington Hospital Center. We have been serving our community for more than 45 years. The nature of our services and commitment to our community has evolved, and we are proud to consistently receive recognition as one of the nation's leading hospitals.

As you flip through this special issue of *Community Health Links* I hope you will come to understand what a special place Washington Hospital Center is. Right here in your neighborhood you have access to the absolutely highest level of medical expertise available anywhere, as recognized by your neighbors and national industry analysts. In that alone we can all consider ourselves quite fortunate. But the Hospital Center is also home to some of the area's most committed, community-minded staff and volunteers who organize free health screenings, seminars and outreach programs for the benefit of our neighbors.

As the new president of the Hospital Center I have a great deal to learn about our community and how to best devote our resources to help meet community needs. As I continue to gather information and understand my neighbors' concerns, I seek to empower those who work for the Hospital Center to identify community needs and develop programs to meet them. The staff here has a long history of volunteering time and energy, developing new programs and then making them work.

As you will see in the following pages we have partnered with an impressive number of service organizations throughout the region, and the combined level of commitment is staggering. The energy devoted to caring for our neighbors is nothing less than it should be. From my point of view, why else would we be here?

A handwritten signature in black ink that reads "James F. Caldas". The signature is written in a cursive style with a clear, legible font.

**James F. Caldas, President
Washington Hospital Center**

When Your Health *Is in Jeopardy*

Washington Hospital Center is a community resource with a national reputation for excellence.

Our Patients First

Washington Hospital Center is the area's most experienced hospital, treating more patients for heart conditions, cancer, trauma, transplant and burn's than any other hospital in the area. Having more experience means our patients have a better chance of feeling healthy and vital after treatment. All our programs and services are developed based on our "Patient First" philosophy, ensuring that the people who place their health care in our hands receive the best possible treatment every step of the way.

Among the Nation's Best Hospitals

Whether it is the personal opinion of the people we care for or ratings from independent health care analysts, Washington Hospital Center is at the top of the charts. According to your neighbors

who read *Washingtonian* magazine more than 200 Hospital Center physicians in every area of care, from pediatrics to geriatrics, make the Best of Washington list. Independent analysts from *U.S. News & World Report* ranked Washington Hospital Center among the top 15 hospitals in the country for treatment of the heart and heart surgery. In addition, the Hospital Center was ranked among the top 40 hospitals nationally for treatment of hormonal disorders and urologic conditions.

Medical Expertise / Latest Technology

More than 280,000 patients and their physicians choose the Hospital Center each year because of our clinical expertise and advanced medical technology. They also choose us because of our commitment to patient-centered care.

Caring for Our Neighbors— *Charity Care Here at Home*

Our physicians and staff commit their time and energy to improve the health of our community in so many ways.

Washington Hospital Center: A Snapshot

- Number of Beds: 907
- Total Inpatients Served: 44,347
- Total Outpatient Procedures: 238,144
- Emergency Department Visits: 62,480
- Open-Heart Surgeries: 2,625
- Heart Transplants: 4
- Kidney Transplants: 98
- Radiation Oncology Procedures: 45,251
- Births: 4,006
- Medical/Dental Staff: 1,543
- Employees: 5,405

Helping Others When They Cannot Afford Health Care

Washington Hospital Center is a regional leader in caring for the less fortunate, providing nearly \$90 million in charity and uncompensated care annually. The Washington Hospital Center Foundation coordinates and encourages philanthropic support for the not-for-profit institution. Gifts to the Hospital Center made through the Foundation are used to purchase new technology, upgrade facilities, care for the needy, support medical education and community outreach and fund clinical research. For more information or to make a gift you can contact the Foundation by calling (202) 877-6558.



This photo shows only a small contingent of the 1,232 runners representing Washington Hospital Center this year in the D.C. Race for the Cure. Sophie Silfen, a Hospital Center volunteer, has run the race for the past six years. Quite a feat—this year she turned 90 years old.

Volunteering in Our Community and Beyond

Race for the Cure

Lorna Delancy has been running in the Race for the Cure 5K since 1986. Back then she coordinated a Washington Hospital Center team composed of three runners. She coordinated this year's team as well, all 1,232 of them. The team raised more than \$30,000 for breast cancer research. And the 2003 race was held in the pouring rain! "We were drenched to the bone," says Delancy, coordinator for community services. "The dye in our team's red caps ran onto our shirts. By the end we were smiling, but we looked a mess."

"Wellness Matters" Speakers Bureau

Lee Smith, MD, is one of many specialists at Washington Hospital Center who feel compelled to speak out about health. As director of the Section of Colon and Rectal Surgery, Dr. Smith is in a position to share his expertise to benefit our community in a number of ways.



photo credit: Marge Kumaki

Lee Smith, MD, often speaks to medical groups throughout the region, educating professionals about the latest gastrointestinal treatment techniques. He has been volunteering his expertise to area groups for more than three decades.

"I like to speak to community groups and medical groups whenever an opportunity arises," he says. "Usually I share the latest preventive and treatment techniques available to correct colon and rectal problems."

Dr. Smith is a member of the Washington Hospital Center Speakers Bureau, "Wellness Matters," as well as a charter board member of the Metro Maryland Ostomy Society, started in the early 1970s. He has also served on the board and various committees for the American Cancer Society for some 15 years.

The Ostomy Society is a unique group offering support to people undergoing "ostomy" surgeries such as colostomies. "We bring in speakers and offer support to the person undergoing the surgery and their family members," says Dr. Smith. "The group provides one of the country's best health-oriented newsletters in this area of care." Through a free matching service run by Washington Hospital Center, anyone undergoing this kind of surgery can be paired with someone of the same age and sex who had to go through that same experience. The service helps the newcomer cope with the surgery and the ensuing lifestyle changes that are required.

"Dr. Smith is a self-motivated and committed volunteer," says Wm. James Howard, MD, senior vice president and medical director at the Hospital Center. "He is one of many who we are proud to have representing the hospital as they do good deeds throughout our community."

2003 Stats: Washington Hospital Center staff committed more than 14,000 hours to community service projects.



"It's hard to believe that I have been volunteering in the community for more than 30 years, but I do this for my own satisfaction and the benefit of my patients," says Washington Hospital Center social worker Jackie Tillman, MSW. She cochaired the May 2002 Relay for Life held by the American Cancer Society.

In this photo, Ms. Tillman (left) receives a Relay for Life donation from Julia Tolson, representing the Alpha Kappa Alpha Sorority.

Jackie Tillman

"My work has expanded into the community through the American Cancer Society (ACS), and I really enjoy what I do," says Jackie Tillman, MSW, a Washington Hospital Center social worker who helps people with cancer find appropriate care after leaving the hospital. In 2001 Tillman became the chairman of the board for the District's chapter of the ACS.

"In the late 1970s I was searching for programs and services that could help my cancer patients," explains Tillman. "I found many of those programs at ACS and was eager to help." She has been volunteering for ACS since that time. ACS has developed many model programs to help people with cancer, such as the "I Can Cope" support group (see page 10) that Tillman helped bring to patients at the Hospital Center.

Wellness Matters to All of Us

The Washington Hospital Center Speakers Bureau receives requests for presentations from churches, schools, government agencies and community and senior centers. A free service, the Hospital Center's medical professionals are available to present the latest information about nearly any health-related topic. The most popular topics requested include: cancer, diabetes, eye care, heart disease, nutrition, senior safety and women's health.

Speakers Bureau 2003 Stats: 827 people attended community education sessions.

The Numbers: Community Benefits Stats 2003

Community Service Project Number of Encounters

Number of Community Service Projects 103

Volunteer Hours Committed to Community Service Projects 4,553

Staff Hours Committed to Community Service Projects 14,285

Number of Encounters Our Neighbors Enjoyed through These Projects 194,199

Cost of Uncompensated Care* \$89 Million

* Explaining Uncompensated Care

During the 2003 fiscal year Washington Hospital Center provided \$89 million in charity and uncompensated care for patients unable to pay for their care. The majority of these free services were provided to District residents. The \$89 million in charity and uncompensated care represents a significant commitment to our community. Ever since the closure of DC General Hospital in 2001 and the continuing difficulties at Greater Southeast Healthcare System, a greater number of low-income and indigent patients have been coming to Washington Hospital Center. The Hospital Center's level of uncompensated care prior to DC General's closure was \$72 million in fiscal year 2000. The 2003 level of uncompensated care was \$17 million higher than in 2000.

Blood Pressure Screenings	1,486
Cancer Education	25,197
Cancer Support	13,496
Clothing Drives	500
CPR Classes	14
Diabetes Seminars	300
Glaucoma Screenings	3,750
Health Fairs	29,361
Hearing Screenings	1,630
Hearing and Speech Programs	354
Low Vision Support Group	106
Men's Health Series	725
Mental Health	535
Organ Transplant Support	25
Physical Fitness Programs (aerobics, walking)	14,702
Podiatry Screenings	2,150
Senior Issues Seminars	400
Skin Cancer Screenings	10
Speakers Bureau & Community Outreach	93,302
Teen Pregnancy Programs	2,888
Uterine Fibroids Seminar	97
Vascular Screenings	40
Women & Heart Disease Programs	1,936
Women's Health	600
Youth Mentoring Program	595
Total	194,199

Educational Affiliations:

Washington Hospital Center partners with vibrant institutions locally and across the nation to provide new physicians, nurses and social workers with educational programs and hands-on training. Some of our partners include:

- Armed Forces Institute of Pathology
- The Catholic University of America
- Gallaudet University
- George Mason University
- George Washington University
- Georgetown University
- Howard University
- Johns Hopkins University
- Uniformed Services University of the Health Sciences
- University of Maryland
- University of Texas at Austin
- University of the District of Columbia
- Walter Reed Army Medical Center

Sarah Nourse

"I love my volunteer gig at the Hospital Center," says University of Maryland premed student Sarah Nourse. "When I see patients leaving in a much happier mood than when they came in, it lifts me right up."

Nourse volunteers at the Washington Cancer Institute at Washington Hospital Center. She is an Ambassador of Hope,

providing new patients with a personal orientation to the Cancer Institute and helping them get through their first appointment. She also works with the IMAGES program helping people undergoing chemotherapy learn how to use hats, scarves and wigs to feel their best despite the difficult therapy. "I see the same people each week as they come in for their therapy," says Nourse. "I answer questions and try to take care of the emotional,

spiritual and basically anything else I can that is not directly medical. As a volunteer I feel I am having a dramatic impact on the people I meet here. And I can tell you, as I listen to their stories, they all have a dramatic impact on me."

2003 Stats: 3,945 Washington Hospital Center patients received assistance from volunteer Ambassadors of Hope.

Early Detection and Promoting Healthy Lifestyles

We are proud of the wide range and quality of the health screenings, educational outreach programs and community-based medical care offered by Hospital Center staff. These programs represent a significant level of effort to help all our neighbors achieve a healthier life.

Glaucoma Screenings

Penny Helfgott, executive director of the Washington National Eye Center, coordinates a committed group of trained Washington Hospital Center staff who volunteer on weekends to provide glaucoma screenings in the District and Maryland. “We started these screenings to address a serious problem in the District,” says Helfgott. “Glaucoma is a very serious disease in elderly African-Americans. It sneaks up silently and can blind you if not treated.”

As the program staff and volunteers recognized the greater need throughout our community, grant money was secured and, through a partnership with Howard University, a Vision Van was purchased.

“With our visits to health fairs, businesses, federal offices and now many more neighborhoods, these screenings are reaching even more people. And the van allows us to screen for other eye-related problems beyond glaucoma. This program has really taken off,” says Helfgott.

2003 Stats: 3,750 people received free glaucoma screenings.

Blood Pressure Screenings

“After I retired I became a professional volunteer,” says retired nurse and Washington Hospital Center volunteer Lillian Wade. Wade is one of many volunteers from the Black Nurses Association (BNA) of the Greater Washington Area, Inc., who offer free blood pressure screenings in the Hospital Center’s Samet Atrium each month. Wade, like other BNA volunteers, screens around 25 people each time she volunteers. The free screenings are offered through a partnership between the Hospital Center and the BNA. Wade chairs the local BNA community services committee.

The Hospital Center and the BNA have undertaken many collaborative projects during the four years since this partnership began. BNA nurses participate regularly in health fairs at senior centers, churches and other community organizations. In addition to blood pressure screenings they also offer free advice by staffing “ask-the-nurse” desks at a variety of events. “This partnership is just one of the many activities BNA undertakes to support the African-American community in and around the District,” says Wade.

Wade confirms that the people screened are very appreciative. Of her own time commitment she says, “I feel worthwhile helping even just one person. If I hear that someone followed up with their physician after one of my screenings then I know my services were not in vain.” The many professional volunteers from the BNA help keep our community that much healthier.

2003 Stats: 1,486 people served at free blood pressure screenings.

You may have seen the new Vision Van visiting your neighborhood, parked in front of a church, senior center or shopping center.

photo credits: Constructiveimages.com



Inside the Vision Van specialists Dipak Panigrahi, MD, (left) and Michael Summerfield, MD, provide free screenings for glaucoma and other eye problems.



Dr. Huerta and Adoracion Barahona, his 10,000th patient at the Cancer Preventorium.

Preventorium – A New Model for Cancer Prevention and Care

When was the last time you saw your doctor? If you are talking to Elmer Huerta, MD, MPH, it probably was not recently enough. Dr. Huerta specializes in preventing cancer, heart disease and diabetes. “These diseases are all silent killers, meaning even if you have one of them, you probably won’t experience any symptoms,” says Dr. Huerta. “Did you know that 75 percent of cancers that kill people in the United States can be either prevented or detected early? This, of course, can only occur if people know how to prevent or detect cancer. You need to see a doctor to assess your health and your risk level.”

Dr. Huerta has taken his commitment to preventing disease and improving health to great lengths. He has created a new model of care specifically targeting the Latino community in the D.C. area and across the country. His new model includes:

- Health Education Programs – significant outreach to the Latino community provided in Spanish through national television (on the air every Saturday for 8 years), radio (on the air every weekday for 14 years) and the Internet;
- The Preventorium – a clinic at the Washington Cancer Institute at Washington Hospital Center where people can go to have a complete checkup assessing their health and disease risk level at an affordable price, with or without insurance; and
- A Patient Navigator Program – bilingual health care specialists help Spanish-speaking residents overcome barriers to finding appropriate care.

“This model of care is doing great things here in the District. We are working on replicating it in other areas across the country and internationally,” says Dr. Huerta.

2003 Stats: 12,000 clinic visits at the Preventorium since July 1994.

Preparing Pregnant Teens To Be Parents

“I fell in love with Stacy Coates,” says Vera Cook, a young mother who received prenatal care and parenting education through Washington Hospital Center’s TAPP program. TAPP stands for Teen Alliance for Prepared Parenting, and Coates is the program coordinator.

“I really enjoy the relationships I build with these young mothers,” Coates beams. “Vera is a very strong young woman and the program has helped her tremendously.” TAPP offers pregnant teens free classes in parenting and life skills in addition to prenatal care. The program recently won prestigious recognition at an award program run by the D.C. Campaign to Prevent Teen Pregnancy.

“I was referred to the program by my doctor at the Good Hope Road Clinic,” says 17-year-old Raneisha Allen, a student at Ballou Senior High School. “The TAPP program staff was so caring. They let me talk about anything. I felt like their only patient.” Allen says the program prepared her for the birth and breast-feeding and is now helping her with follow-up care for Emanuel, her 3-month-old. “And they helped me stay in school,” she adds as an important afterthought.

Allen now tells any friend who is pregnant to go see a doctor and find out about the TAPP program at Washington Hospital Center. And to the TAPP staff she says, “Thank you for the help. Keep up the good work and being great doctors.”

2003 Stats: 2,888 prenatal visits and parenting education sessions provided to area teens.

TAPP Program Partners:

- Children’s National Medical Center
- Unity Health
- DC Head Start
- Upper Cardozo Clinic
- Good Hope Road Clinic
- D.C. public schools (the program works intensively with the District’s Bell and Ballou Senior High Schools)



Community Relations

Washington Hospital Center's Office of Community Relations coordinates a variety of education programs to encourage people to adopt healthier lifestyles and to cope with the pressures of everyday living. Community Relations also initiates programs to address problems that affect community health. For more information on any of these programs, call (202) 877-6213.

Speakers Bureau

A public service to the community is "Wellness Matters," a speakers bureau that provides experts on various health-related topics. Hospital Center physicians and allied health professionals speak at churches, civic associations and other organizations on health topics such as hypertension and heart disease. Call (202) 877-6213 for a brochure.

Exercise

Program Description	Date and Time	Location	Cost	Registration and Information
Community Aerobics Class	Monday and Wednesday evenings, 6-7 p.m.	Rudolph Elementary School at 2nd and Hamilton Streets, NW	Free	Washington Hospital Center's Health Care in the New Millennium—Keeping Our Community Healthy program. A staff member is available for registration before each session. For information: Call (202) 877-6213.
Walking Program	Every Monday, Wednesday and Friday, 8:00-9:30 a.m. Every Monday and Wednesday, 7-9 a.m.	Morning Milers: Prince George's Sports and Learning Complex, 8001 Sheriff Road, Landover, Md. White Flint I ♥ to Walk	Free	The walking clubs sponsored by Community Relations at Washington Hospital Center meet every week. A staff member is available for check-in before and after each walking session. This free program offers quarterly health seminars in addition to monthly blood pressure screenings. For information: Call (202) 877-6213.

Wellness

Program Description	Date and Time	Location	Cost	Registration and Information
Blood Pressure Screenings	10 a.m.-noon Tuesday, Dec. 9 Tuesday, Jan. 13 Tuesday, Feb. 10	Washington Hospital Center, Physicians' Office Building, Samet Atrium	Free	These screenings are part of the Know Your Numbers program. Free blood pressure screenings available to the community at large offer participants practical information regarding preventive care. For information: Call (202) 877-6213.
Diabetes – Leading a Balanced Life: Managing Diabetes Successfully	A comprehensive education program offering participants with diabetes an individualized approach to better manage of their diabetes. Participants may bring a support person to the classes. Referral from a primary care provider is required. The class fee is covered by most insurance plans, including Medicare and D.C. Medicaid. For location and information: Call (202) 877-7026.			
Free Vascular Disease Education Kit	Call for your free booklet on vascular disease describing diagnostic and treatment options. It also includes a self-assessment quiz to help you determine if you might have a vascular condition. To order: Call DOCTorsLine at (202) 877-DOCS (3627).			

Women's Health

Program Description	Date and Time	Location	Cost	Registration and Information
Women's HealthFOCUS Series	Seminars are held on the third Wednesday of every other month from 11:30 a.m.-12:30 p.m.	Siegel Auditorium, Washington Cancer Institute at Washington Hospital Center	Free	The Women's HealthFOCUS Series is designed to offer up-to-date information about women's health issues. To register: Call (202) 877-7471.
Adolescent Clinic	This clinic provides comprehensive care for adolescent females ages 12-17. Services include prenatal care and parenting classes, postpartum care, contraception planning, gynecological care and immunizations. For information: Call (202) 877-7101.			
Teen Alliance for Prepared Parenting (TAPP)	TAPP provides a unique mix of clinical and psychosocial services to help adolescent women and their partners master life-management skills and improve the future of their children. For information: Call (202) 877-0748.			

Support Groups

Program Description	Date and Time	Location	Cost	Registration and Information
Low Vision Support Group	Second Tuesday of each month, 11:30 a.m.-12:30 p.m.	Washington Hospital Center, Washington National Eye Center, Room 1A-19	Free	For anyone suffering from decreased vision as a result of glaucoma, diabetes, macular degeneration and other diseases. To register: Call (202) 877-6982. Registration is required.

Special Events

Program Description	Date and Time	Location	Registration and Information
Blood Donor Services	Monday through Friday, 8 a.m.-4 p.m., and Thursdays, 8 a.m.-8 p.m. Parking validated.	The Donor Center is conveniently located in Washington Hospital Center's main lobby.	Share the gift of life by donating blood at Washington Hospital Center. Donate twice a year and be eligible for the Blood Assurance Plan coverage that credits blood replacement fees. To donate blood or organize a blood drive at your place of work or place of worship, call Christina Spencer at (202) 877-5250.

Parenting

Program Description	Registration and Information	Free parking and refreshments are provided for all class participants. Early registration is encouraged. Class sizes are limited to ensure optimum interaction with instructors.
Prepared Childbirth/Lamaze	This series of classes helps women prepare for labor, delivery, recovery, Lamaze-based relaxation and breathing, epidurals, anesthesia and pain medications, postpartum care and basic baby care. A tour of the maternity area is included. To register, call (202) 877-6161.	
Baby Basics	Babies do not come with instructions! This series is designed to help parents provide basic baby care. Class topics include bathing and grooming, diapering, bottle preparation, methods for consoling a crying baby, medical emergencies, methods for checking your baby's temperature, infant passenger safety and infant CPR. To register, call (202) 877-6161.	
Breast-Feeding Class	A certified lactation consultant will help prepare you for a successful breast-feeding experience. This class covers a variety of topics, including the milk production process, breast-feeding techniques, pumps, nutrition for the breast-feeding mother and tips for involving dad in the breast-feeding process. To register, call (202) 877-6161.	
Fatherhood Matters	Taught by veteran fathers for expectant fathers, this free class addresses adjustment issues and concerns relating to family relationships, parenting and sexuality. To register, call (202) 877-6161.	
Child Passenger Safety	More than 80 percent of all safety seats are not installed properly. Attend this free class and learn the 4 Rs—right seat, right location, right installation and right rules! Bring your car seat to the class. To register, call (202) 877-6161.	
Sibling Class	This class is designed for children ages 3–9. It offers helpful adjustment tips for children expecting a new brother or sister. In recognition for attending the class, participants receive a certificate and a T-shirt. Adults must accompany all children. To register, call (202) 877-6161.	
Grandparenting for the 21st Century	This free class offers helpful tips on how to provide emotional support to the parents-to-be and the new infant. To register, call (202) 877-6161.	
Maternity Services Tours	Couples are invited to a free tour of our family-centered obstetrics department, including labor and delivery area, postpartum area and the newborn nursery. The tour is designed to help familiarize you with our setting, complete preadmission forms, enhance awareness of child passenger safety, consult with a lactation (breast-feeding) specialist and register for parent education classes. To register, call (202) 877-6161.	
Infant and Child CPR*	This class focuses on cardiopulmonary resuscitation (CPR) and safety issues for newborns and children up to age 8. To register, call (202) 877-6161. * <i>The American Heart Association (AHA) strongly promotes knowledge of and proficiency in CPR and has developed instructional materials for this purpose. Use of these materials in an educational course such as the child and adult CPR classes offered by Washington Hospital Center does not represent course sponsorship by the AHA, and any fees charged for such courses do not represent income to the association.</i>	
Life as a New Mom	A free support group for women who have graduated from any of our prenatal classes. Date and time: fourth Saturday of each month, noon–3 p.m. Location: Washington Hospital Center Room 5B-3. To register, call (202) 877-6161. Registration is required.	
ParentCare Email	Wondering how to care for the new baby in your life? Obstetrics patients at Washington Hospital Center may now sign up to receive a weekly ParentCare email covering the third trimester of pregnancy through your baby's first birthday. The email will contain customized parenting tips, information, news and resources from our parent education staff. Enroll now at www.theparentview.com/whc .	

Washington Cancer Institute

Program Description	Date and Time	Location	Cost	Registration and Information
Look Good... Feel Better Sponsored by the American Cancer Society	Jan. 26, Feb. 23, Mar. 22, Apr. 26 All programs run on Mondays from 10 a.m. to noon.	Washington Cancer Institute, Room C-1200	Free	This makeover program helps cancer patients look and feel their best during and after treatment by providing demonstrations and information about skin care, hair, nails, makeup, wigs, scarves and turbans. To register, call (202) 877-CARE (2273) for program details. Due to limited space, early registration is encouraged.
I Can Cope Sponsored by the American Cancer Society	A series of educational and supportive sessions for patients with cancer provided by Washington Cancer Institute in partnership with the American Cancer Society. Learn, explore and gain knowledge of human anatomy. Understand more about cancer, including diagnosis and treatment, side effects, emotional effects, sexuality, communication, community resources and support and much more. To register, call (202) 877-2089.			
FAME—Free Access to Mammography and Education	FAME is a free program that offers breast health services to women in Washington, D.C. This program is designed to help women who cannot afford a mammogram or whose insurance does not pay for mammograms. Services include:		To participate women must:	
	<ul style="list-style-type: none"> • Breast health educational materials • Instructions on how to perform a breast self-examination • Clinical breast examination (performed by a doctor) • Screening mammogram 		<ul style="list-style-type: none"> • Not have any breast symptoms such as lumps or nipple discharge • Meet income guidelines • Be age 40 or older (younger women can participate if their mother, sister or daughter has had breast cancer) • Not have insurance that will pay for a mammogram • Live in ZIP codes 20001, 20002, 20009–20012, 20017 or 20018. To schedule an appointment or for more information, call (202) 877-3915.	
Lymphoma Support Group	Washington Cancer Institute Support Group Program sponsored by the Leukemia and Lymphoma Society. Date and time: Third Thursday of each month. Time to be determined. For more information: Call (202) 877-2089.			

Directions to Washinton Hospital Center, call (202) 877-8499.

Education through Health Fairs

Washington Hospital Center sponsors and participates in health fairs throughout the D.C. region. By bringing medical professionals and evaluation equipment to these fairs, Hospital Center staff provided free tests and screenings to nearly 30,000 area residents during the past year.

“These fairs are an important way for the Hospital Center to raise awareness throughout the region about healthy lifestyles,” says Community Relations Manager Katherine Bullock Henry. “We provide free blood pressure, diabetes, hearing and glaucoma screenings on-site to people who might not otherwise see a clinician.” Free screenings have been brought to the public throughout the region in community and senior centers, churches and private and government offices, including Amtrak and the U.S. Department of Justice.

The annual NBC4 Health and Fitness Expo celebrated its 10th year in the District in January this year. Washington Hospital Center makes a special effort to provide a wide range of health care opportunities to Expo attendees. “This is one of our largest efforts to provide preventive care and educational outreach in the District,” says Henry.

The Hospital Center offered the more than 65,000 people attending the event a full range of screening opportunities. Two large booths offered an area staffed with physicians to answer health-related questions, as well as specialists in areas including vascular and heart health, eye care, mental health, women’s services, emergency medicine, cancer prevention and treatment, diabetes, pulmonary health, nuclear medicine, ethics and burn safety awareness.

2003 Stats: 29,361 people received screenings, tests and health advice.



Nutritionist Claudia Blumstein offers diabetes information at a local health fair as part of the Diabetes for Life community education effort.

photo credit: Leslie E. Kossoff

Teaching Safety – The Burn Center at Washington Hospital Center

High school biology students, second-graders, firefighters, and nursing and medical students all benefit from the free outreach and education programs offered by the Burn Center at Washington Hospital Center. The specialists in the District’s only burn care treatment facility are regularly out in the community, at local schools and senior centers, fire stations and medical training institutions to help people at every level understand fire safety and teach them how to care for burn victims.

“For younger kids we focus on what a burn is and basic safety to prevent burns around the home,” says Katie Hollowed, RN, outreach education coordinator for the Burn Center. For older audiences, including high school students, Burn Center specialists go into greater detail. “We can customize a lecture to meet the needs of any community audience,” notes Hollowed. The Burn Center is an essential resource for community education and a national center of excellence for burn treatment.

2003 Stats: 65 burn safety educational sessions reached more than 2,000 area residents. Three open-house events reached thousands of visitors and health fair booths reached hundreds more.

Black Nurses Association Volunteer Nurse Margaret Pemberton, RN, checks Terrale Green’s blood pressure at a local health fair.

Diabetes for Life Learning Center at the Martin Luther King Jr. Memorial Library

Have you been told you have a little sugar or diabetes? You are not alone. In the District, 30,000 people have diabetes as do more than 250,000 people in the metropolitan region. And the number of people with diabetes in the District is growing rapidly. Left untreated, diabetes can cause many problems that can seriously affect quality of life. To address this ever-larger concern, Washington Hospital Center has partnered with the D.C. Library System to raise awareness and educate our neighbors.

To improve access to diabetes education and increase awareness in the community, the Diabetes for Life initiative offers area residents a learning center at the Martin Luther King Jr. Library. At the learning center, people with diabetes can attend diabetes education classes and visit the diabetes corner—a dedicated area of the library stocked with books, pamphlets and even computers loaded with information on diabetes.

“This is a true community-wide initiative,” says Gretchen Youssef, MS, of the MedStar Diabetes Institute at Washington Hospital Center. “The strength of this program is the breadth of the partnership the Hospital Center was able to build with a number of pharmaceutical companies, insurance providers, the D.C. Library System and the D.C. Department of Health and Human Services, among others,” Youssef says.

2003 Stats: 220 diabetes seminar participants through the learning center at Martin Luther King Jr. Library.



photo credit: Constructiveimages.com

Get Active – Free Exercise Classes and More

Rudolph Elementary School at 2nd and Hamilton Streets in Northwest Washington hosts a free weekly exercise class sponsored by Washington Hospital Center. “This class works just as well as any expensive sports club in town,” says Commissioner Diane Barnes, ANC 5C04, who is a participant in the class. The Hospital Center has forged a partnership with the elementary school and now distributes health information to the school’s young students and their parents. “Such outreach and partnership efforts demonstrate the power of what community institutions can do to improve the lives of our neighbors,” says Commissioner Tina Thompson, ANC 4D03, another class participant. “We all have resources to offer,” says MedStar Vice President for Regulatory Compliance and Community Development Clarence Brewton. “When we work together, there is simply more to offer, and the value to our community grows exponentially.”

2003 Stats: 8,416 encounters for the free aerobics classes.

Bringing Health Care to the Streets – Mama & Baby Bus

In the early 1990s the District’s rates of preterm babies and infant mortality were near the very worst among other large urban centers. Something had to be done to provide better prenatal care for women and their babies. The March of Dimes National Capital Area Chapter initiated a mobile health care program partnering with Mary’s Center for Maternal and Child Care, Inc., in Adams Morgan and later Washington Hospital Center, among others.

Now a van equipped with a dentist’s and a physician’s office visits Wards 1, 2, 4 and 5 on a rotating schedule each week. The staff includes a dentist, case manager/health educator, bilingual translator and licensed medical providers who offer a variety of health screenings, prenatal care, dental screenings, physical assessments and referrals to physicians. Washington Hospital Center has been working with the March of Dimes on this project called the Mama & Baby Bus.



The Mama & Baby Bus brings free care each week in D.C. wards 1, 2, 4 and 5.

Photo courtesy of Mary’s Center for Maternal and Child Care, Inc.

“This care is critical and helps people find the continuing care they need,” says Angelica Castillo, the case manager/health educator from Mary’s Center. “We have helped more than 850 people enroll in the various District health insurance programs for low-income people,” she adds proudly. The health counseling and care are free.

What does this level of service mean to our community? “One woman who came for prenatal care named her baby after me,” says Castillo, a little embarrassed by the honor. “From where I sit, it is clear we are making a huge difference in the lives of many people.”

2003 Stats: More than 500 dental checkups, 600 children vaccinated, and 850 families enrolled in D.C. health insurance programs.



Ms. Jean Hawthorne enjoys a solid workout at the Washington Hospital Center’s community aerobics class.

When You Need *a Helping Hand*

Our medical expertise is only part of the treatment. Washington Hospital Center offers programs to support the heart and soul, the emotional side, of any illness.

Isabel Pryce, a patient, volunteer and former Washington Hospital Center board member, started a support group to help others like her living with low vision issues in the district.



Low Vision Support Group

People with low vision (poor eyesight that cannot be corrected with glasses) have difficulty traveling. Isabel Pryce, a patient, volunteer and former Washington Hospital Center board member, started a support group to help others like her living with low vision issues in the district. “The members of this support group are like family to each other,” notes Penny Helfgott, executive director of the Washington National Eye Center. “Isabel is the firecracker behind getting this program started. Those of us working here at the Eye Center are so grateful for all her volunteer work to help her neighbors.”

2003 Stats: 106 people attended Low Vision Support Group sessions.

Low Vision Partners

Washington Hospital Center’s Low Vision Support Group partners with organizations throughout the region to help people with vision loss, including:

- Columbia Lighthouse for the Blind
- Organization for the Prevention of Blindness
- The Metropolitan Washington Ear
- D.C. Center for Independent Living
- Urban League Senior Center for the Visually Impaired
- Services for the Visually Impaired
- Low Vision Information Center
- Rehabilitation Services Administration
- Prevention of Blindness Society
- Various manufacturers of low vision assistance devices

I Can Cope

District resident Juanita Blessingame had chemotherapy at the Washington Cancer Institute at Washington Hospital Center. “No one in my family has ever had cancer,” she explains. “It was a shock to discover my cancer, and I felt very alone.” Blessingame noticed the flyers announcing the “I Can Cope” program—a support group developed by the American Cancer Society and implemented at Washington Hospital Center with the help of committed staff here.

“I found the group enlightening in so many ways,” Blessingame sighs. “The staff was extremely helpful, and the physicians helped us understand what to expect and how to interpret the various cure rates. I valued listening to others talk about their treatment, fears and successes. I was allowed to talk about my own experience. It made me realize this was not happening to me alone. The program helped me look to the future with confidence.”

2003 Stats: 35 people attended “I Can Cope” sessions.



Oncology Nutrition Specialist Anu Kaur, MS, RD, CNSD, LD, is a member of the Patient Support Services Team offering free support and education programs to cancer survivors.

Through the Community Relations Department speakers bureau (see page 4) Kaur reaches out to area senior centers and other community organizations offering free nutrition guidance to a broader audience. "I have seen many extraordinary people battle and win against cancer here," notes Kaur. "The nutrition advice we give helps build their stamina and support their fight to survive this disease. I'm proud of my small role in their lives and awed by their determination."

photo credit: Constructiveimages.com

Eating Right

Anu Kaur, MS, RD, CNSD, LD, Washington Hospital Center's licensed oncology nutrition specialist, is like a small burst of positive energy for cancer survivors. "People receiving cancer treatments and therapies have a lot on their minds," says Kaur. "Some of the treatments deplete their energy and reduce their appetites. They often have trouble maintaining a healthy and energizing diet."

Kaur offers free nutrition guidance for people undergoing chemotherapy and other treatments at the Washington Cancer Institute at Washington Hospital Center. Through support groups such as "I Can Cope," survivors learn about foods that are nutritious and palatable when their stomachs are less than enthusiastic about eating. Individual nutrition counseling, regular educational programs and a new monthly program, Tea Time with the Dietitian, provide cancer survivors with diverse opportunities to find a network of support and the guidance and strength they need to take positive steps during a difficult time.

2003 Stats: 1,946 patient encounters offering nutrition counseling (attendance in a program may include multiple encounters per patient during the course of the program).

Not Your Average *Social Worker*

"Our social work interns come from excellent graduate programs," says Connie Adeyeri, the coordinator for the social work internship program at Washington Hospital Center. "Most of the student activity is focused on helping patients in the hospital make the transition back to the community. Many people getting medical care here need help accessing community resources that are available to help them recover after discharge. Our interns are terrific in this area."

"There is a great deal of information you need to take in when you are about to receive a transplant," says social work intern Sheri Dudley. "You need to know what the operation entails and what you can do before and after to keep yourself healthy. And then there is simply the emotional support anyone undergoing this kind of surgery needs," she explains.

"Sheri went above and beyond the call in helping Washington Hospital Center transplant patients," says Adeyeri. "She loves community work, and it shows in the way she approaches her job and the people for whom she cares."

Dudley felt so empowered by the community work she performed during her Hospital Center internship she decided to focus her graduate work on social policy and community program development while continuing her studies at the University of Maryland.

Thinking Ahead—Preparing for the Future

Our job here at Washington Hospital Center requires us to prepare for the future. We cannot simply treat what we see before us from day to day.

Being Prepared Is No Easy Task Today

Washington Hospital Center is located just 10 minutes from the U.S. Capitol. In light of September 11 and the ensuing anthrax attacks in 2001, the Hospital Center has taken considerable steps to prepare for future disasters. Coordinating activities with regional groups and through regular internal drills, Hospital Center employees are ready to respond in the event of a terrorist attack or bioterror event.

“This kind of preparation takes a tremendous commitment of time and financial resources,” notes Christopher Wuerker, MD, chairman of the Emergency Management Committee at the Hospital Center. “While we are not reimbursed in any way for these expenses, they are absolutely part of our mission. Our community relies on us to be prepared and respond as necessary. The Hospital Center pledges to be ready and able if the need arises.”



Supporting Our Young Neighbors – Youth Mentoring Program

The nurturing and educating of children is essential to their growth and the future of our community and our society.

Through Washington Hospital Center partnerships with M.M. Washington, Roosevelt and Eastern Senior High Schools in the District, hospital employees have helped many area high school students learn about their career options in health care and supported their ability to enter the job market.

Job shadowing at the hospital provides students with a window on the many types of work required to provide excellent patient care. Another Hospital Center partnership with Riggs Bank brings financial management workshops to the students.

“Our partnership with M.M. Washington Senior High School truly stands out for me,” says Ann Marie Pessagno, RN, director Oncology/Ambulatory Services. Pessagno acts as the liaison between the Division of Nursing and the Youth Mentoring Program, and she coordinates a monthly lecture at the school that aligns with the students’ curriculum. The students also travel to the Hospital Center for on-site demonstrations. “Our nurses volunteer their time to reach out to the students. We feel strongly that this initiative helps the students and fosters their interest in nursing as a career. It is often hard to tell who is more delighted by the program, the students or our nurses.”

“Our partnerships are very flexible and are supported in creative ways to bring opportunities to our community’s youth,”

says the Hospital Center’s Youth Mentoring Program Coordinator, Johnette Wilson. For example, the Women’s Auxiliary at the Hospital Center sponsors student interns from the Youth Mentoring Program. The Youth Mentoring Advisory Board, made up of community members, provides support to the program overall and conducts workshops for the students. The workshops offer students insights into careers in a variety of industries and teach interview skills.

“We have partnered with the D.C. Chapter of Concerned Black Men, the District government and the Department of Health and Human Services,” notes Wilson. “There are real advantages we can offer to motivated students.”

2003 Stats: There were 595 student encounters in workshops and job shadowing.

Preparing our community’s youth for their future is one way Washington Hospital Center invests in keeping our neighbors healthy in the broadest sense of the term.

Christopher Wuerker, MD, chairman,
Washington Hospital Center Emergency
Management Committee.

photo credit: Constructiveimages.com



Youth Mentoring Program scholarship recipients Omolara Layeni (left) and Courtney Davis with Washington Hospital Center Head Nurse, 1C (retired) Nel van Beusekom, RN (second from left) and Head Nurse, 2NW, Claudette Knight, RN.

photo credit: Constructiveimages.com

Training the Next Generation of Medical Professionals

“There is no better way to educate yourself than to teach others,” says Wm. James Howard, MD, Washington Hospital Center’s senior vice president and medical director. Dr. Howard is responsible for all educational programming, including the training of new doctors through graduate medical education. Medical residents (doctors in training) at Washington Hospital Center hone their skills in virtually all medical departments at the Hospital Center. They learn beyond the walls of the hospital by volunteering at a number of D.C.-based health clinics.

“This is an extremely important role the Hospital Center plays for the community,” says Dr. Howard. “And it gives our residents training in community medicine as well as a dose of humanism and professionalism. Volunteer work in the community demonstrates the broad nature of the oath all doctors take to help anyone who falls ill.”

Roughly 70 medical residents train each year through the Hospital Center. They go through a three-year program with a rigorous curriculum. “Providing care in underserved areas in the District and throughout the region is required as part of the students’ rotations,” says John Hong, MD, program director for the internal medicine residency training program.

D.C.-area clinics where residents provide care include:

- Bread for the City/Zacchaeus Free Clinic
- Good Hope Road Clinic
- Unity Health
- Upper Cardozo Health Center

Addressing Today’s Hearing Problems...and Tomorrow’s

Many people have a suspicion that their hearing is getting a bit worse; few actually go to the doctor to have their hearing checked. That is why Washington Hospital Center provides free hearing screenings at area health fairs. “We help people validate their suspicions,” says audiologist Tad Bishop, MA, CCC-A .

Bishop is one member of the audiology team at Washington Hospital Center who also helps train the next generation of physicians about hearing and balance disorders. “With the number of seniors in the area growing rapidly, there is a growing demand for medical professionals who are knowledgeable about hearing loss and its impact on patients’ lives,” he explains. “Our resident training program in audiology ensures that the growing demand will be met.”

2003 Stats: 19 physicians-in-training received resident education in audiology and speech pathology at Washington Hospital Center. Two new audiologists received graduate training.

A Washington Hospital Center Women’s Auxiliary grant supported a hospital work internship for Eastern High School graduate Doreece McVea (left), here with internship supervisor Lachelle Robinson, administrative coordinator for support services at Washington Hospital Center. Doreece graduated from the Hospital Center’s Youth Mentoring Program and is now pursuing a job in a hospital environment.

photo credit: Constructiveimages.com





Darryl Dent

Remembering Darryl T. Dent

While serving his country in Iraq, Specialist Darryl T. Dent died on August 26, 2003. Due in part to Darryl's aspiration to become a doctor, he joined Washington Hospital Center's Youth Mentoring Program in 1997. He shadowed Dr. Lloyd Giddes and Dr. Sobhan Mathew. Darryl also worked in the Hospital Center's Library and Media Services Department. His duties included taping doctors' lectures and special events at the hospital.

A community-minded young man, Darryl participated in the Youth Mentoring Program's service projects. He volunteered during health fairs and was especially delighted to work during the annual "Make a Difference Day" project, providing clothing to men re-entering the workforce. After Darryl's graduation from Theodore Roosevelt Senior High School in 2000, he became an active member of the Hospital Center's Youth Mentoring Program Alumni.

Darryl's decision to join the D.C. Army National Guard was fueled by his love for his fellow man, his always putting the needs of others before his own, his participation in Junior ROTC at Roosevelt and his desire to pursue a college education.

For his military service, Darryl was awarded the following medals: the Bronze Star, Purple Heart, U.S. Meritorious Service Medal; Army Reserve Component Achievement Medal; National Defense Service Medal; Southwest Asia Service Medal with Bronze Star, Army Service Medal, Army Overseas Service Ribbon, District of Columbia National Guard Distinguished Service Medal; District of Columbia National Guard Ribbon for Active Duty and District of Columbia National Guard Minuteman Statue.

On October 9, 2003, the Youth Mentoring Program Alumni hosted a celebration service in Darryl's honor at Washington Hospital Center. Darryl is especially missed by his Youth Mentoring Program family.

MedStar Health

Washington Hospital Center



Washington Hospital Center, a not-for-profit acute care hospital, does not discriminate on grounds of race, religion, color, gender, physical handicap, national origin or sexual orientation.

For questions, comments or suggestions, call Angela Preston at (202) 877-6213.

Editorial Board:
John J. Lynch, MD
Albert Carter Jr., Esq.
Johette Wilson

Development, MedStar Health
Regulatory Compliance and Community
Clarence Brewton, Vice President,
Washington Hospital Center
James F. Caldas, President,
Corporate Services, MedStar Health

The Honorable Togo D. West Jr., Chairman of the Board,
Washington Hospital Center
John P. McDaniel, CEO, MedStar Health
Kenneth A. Samet, President & COO, MedStar Health
Michael C. Rogers, Executive Vice President,
Corporate Services, MedStar Health

Produced by the Community Relations
Department at Washington Hospital Center
100 Irving Street, NW, Washington, DC 20010
<http://www.WHCenter.org>

links

Community Health

Nonprofit
Organization
U.S. Postage
PAID
Washington
Hospital Center