

A new era of health care

Maryland's hospitals are innovating, working in new ways to get Marylanders the right care, at the right time, in the right setting. They are extending their reach beyond the four walls of the traditional hospital and into the communities they serve to provide practical, proactive and personalized care that keeps people healthy so they don't need a hospital bed. And if illness or injury does land them in the hospital, we're working hard to improve the in-hospital experience and ease the post-discharge care path. Here are some examples of the many ways hospitals in your region of the state are transforming health care.

Eastern Shore:

- Telemedicine services between hospitals and nursing homes prevent the unnecessary readmission of patients.
- Upon discharge, patients receive a 30-day supply of medication, a consultation with a pharmacist, and information on local pharmacies where they can refill their medications.
- Hospitals worked with the Herschel S. Horowitz Center for Health Literacy at the University of Maryland College Park School of Public Health to develop health literacy standards for the K-8 public school curriculum (no approved health literacy standards for public schools currently exist in the U.S.) The standards have since been expanded to all second graders in Worcester County Public Schools.
- A high-risk intervention program provides diabetic patients with affordable testing equipment, disease education and low-cost strips for ongoing testing, along with follow-up contacts from diabetes educators.
- Retired nurses assist patients in need with understanding their medication and discharge instructions.



EASTERN SHORE DEMOGRAPHIC DATA

- Population: 452,439
- % below poverty: 13
- Median household income: \$59,795
- % non-Hispanic white: 76
- % Medicaid Patients: 23
- % High Utilizers: 22
- Top Three causes for readmissions (%):
 - Heart failure: 5
 - Sepsis: 5
 - Pneumonia: 4