



MedStar Washington Hospital Center

Tackling Equity in Care

Barriers to health care take many forms, and each can be difficult to surmount. For the LGBTQIA community, misunderstandings, assumptions, and prejudice can disrupt the delivery of services, putting them at risk.

At the Hospital Center, the Healthcare Equity Task Force is working to eliminate these impediments. "When people feel marginalized or have negative experiences they may not seek needed care," explains Allison Agnew, project manager, medical affairs.

To reduce risk, the Task Force has initiated programs to create a supportive and non-judgmental environment for LGBTQIA patients. Staff training about sexual and gender identity is helping to normalize conversations about these issues, and medical records will soon allow patients to note their preferences. The hospital participated in D.C.'s 2018 Pride Parade and plans to participate in the 2019 festival providing HIV testing and safe sex education. Work is also underway to develop a Multidisciplinary Clinic for Gender Affirmation.



Letter From the President

As a leader in our community, MedStar Washington Hospital Center strives to advance the health and well-being of *everyone* who passes through our doors, without exception. We also feel a keen responsibility to ensure that when patients return home they continue to make strides toward a healthier future.

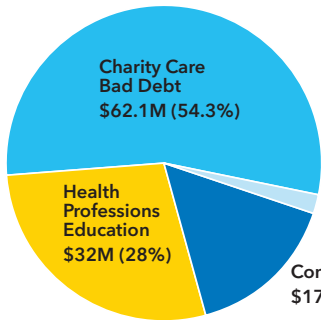
The two programs highlighted in this report demonstrate our commitment to these important goals. One is breaking barriers to care for the region's LGBTQIA community, and another is giving patients tools they need to break through a cycle of violence and create a better life.

Gregory J. Argyros, MD
President, MedStar Washington Hospital Center

These efforts have paid off. In the Healthcare Equality Index Assessment by the Human Rights Campaign, the hospital became a "Top Performer," in one year leaping from a score of 55 percent to 90 percent, in its ability to serve the LGBTQIA community well.

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2018 Community Benefit Contribution: \$ 114.4M



*Includes subsidies, community health improvement services, community building activities, financial contributions, and community benefit operations.

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Addressing the Trauma of Violence

When a bullet tore through one D.C. man's body, MedStar Trauma experts repaired his critical injuries. At discharge when asked what he needed to keep his recovery on track, his answer came quickly. "A job."

Now the hospital's D.C. and Maryland-funded Community Violence Intervention Program is working to connect survivors of violence to resources they need, to change their lives and reduce their risk for repeat violent injury.

"Our goal is to reduce recidivism and injury rate," says Trauma Surgeon Erin Hall, MD. "As a hospital, we are in a unique position to assess patient needs and navigate them to assistance."

The hospital admits D.C.'s highest volume of survivors of violence," explains Millie Sheppard, MSW, Clinical Social Worker. "About 13 survivors of gunshots, stabbings, or assaults come to our ED every week. Our goal is to see them within 24 hours after admittance."

A Code Yellow call alerts the program's clinical social workers to a case and starts the process. In the last quarter of 2018, the program supported 55 survivors. "We strive to improve quality of life after injury, by asking questions our patients don't often hear - 'what are your goals, how can we support you?'" she says.

For one patient, the questions resulted in a safer living arrangement for his family, and a promising job as a licensed commercial driver. "This is powerful," says Dr. Hall.