

Primary Healthcare and New Regional Medical Center Community Meeting Summary

March 1, 2014 from 10:00 a.m. to 1:00 p.m., Jericho Christian Academy, Landover, Maryland

Introduction to Meeting Summary

On March 1, 2014, at the request of County Executive Rushern L. Baker, III, The Maryland-National Capital Park and Planning Commission (M-NCPPC) hosted a community meeting on the Primary Healthcare Strategic Plan and the New Regional Medical Center at the Jericho Christian Academy in Landover, Maryland. The meeting objectives, established as part of the planning process and outlined below, were used to guide development of meeting content and activities.

- Provide a forum for further discussion regarding the residents' visions and expectations of the new Regional Medical Center.
- Ensure an understanding that the new Regional Medical Center will serve as an anchor for the primary care integrated healthcare delivery system with the capacity to deliver high-quality, accessible primary health, preventative, and hospital care.
- To begin a discussion focusing on (and creating a culture of) health promotion and disease prevention.

The Maryland-National Capital Park and Planning Commission engaged John Snow, Inc. (JSI), to serve as the meeting facilitator and asked that JSI provide a summary of the meeting activities for their use in drafting a publicly available document.

The community meeting summary is organized according to the order in which activities took place.

Meeting Summary

Welcome

Vanessa Akins, Chief, Strategy and Implementation, The Maryland-National Capital Park and Planning Commission (M-NCPPC), opened the meeting and welcomed over 250 attendees. Further greetings and comments were offered by the following distinguished speakers:

- ❖ The Honorable Rushern L. Baker, III, County Executive of Prince George's County
- ❖ Betty Hager Francis, Deputy Chief Administrative Officer for Health, Human Services, and Education, Prince George's County

- ❖ Elizabeth Hewlett, Chairman, County Planning Board, M-NCPPC
- ❖ The Honorable Mel Franklin, County Council Chairman
- ❖ The Honorable Derrick Davis, County Council Member
- ❖ The Honorable Darren Swain, Delegate

Program

Vanessa Akins began the program by introducing John Snow, Inc. (JSI) as program facilitators. JSI co-facilitator, Alec McKinney, led the attendees through a series of polling questions to promote participation and to gather information about those attending. Polling was conducted using a web-based polling system that allowed for real-time presentation feedback of the results. Volunteer facilitators at each table assisted participants in using the polling wands, as well as other activities later in the program. Participants were asked to respond to three multiple choice questions:

1. How long have you lived in Prince George's County?
2. What made you decide to come to today's meeting?
3. In which Councilmanic District in the county do you currently reside?

A total of 191 individuals responded to the first question. Almost 60 percent (58.12 percent) of those responding had lived in the county for more than 20 years and less than 2 percent (1.57 percent) had lived in the county less than one year. A total of 187 individuals responded to the second question and the majority (52.94 percent) of those responding came because they wanted to learn more about the new Regional Medical Center. Another 32.62 percent came because they wanted to learn about the Primary Healthcare Strategic Plan. The third question had a lower response rate (147) because many residents were not sure of their district by district number (1 through 9). For those that did respond, about one-third (36.05 percent) were from District 6, which includes the location of the new Regional Medical Center. A total of 24 respondents indicated that they did not live in Prince George's County, but this number may be overstated due to being unsure of their District number. The JSI facilitator, Alec McKinney, offered that any future polling on Council Districts would identify districts by town names and by the name of the council member representing that district.

Panel Presentations

Having welcomed and engaged the participants, the meeting continued with panel presentations. Ms. Ann Keehn, JSI, introduced the panelists:

- Ms. Pamela B. Creekmur, Health Officer, Prince George's County Health Department
- Dr. Ernest Carter, M.D., Deputy Health Officer, Prince George's County Health Department

- Dr. Carnell Cooper, M.D., Chief Medical Officer, Dimensions Healthcare System, Associate Professor of Surgery, University of Maryland School of Medicine

Pamela Creekmur provided an update on the health status of Prince George's County. Ms. Creekmur was pleased to announce that several of the key indicators related to some of the county's most serious health problems (obesity, census tracts with food deserts, new cases of HIV, admissions related to hypertension, and infant mortality rates) have seen improvement in recent months and are trending in the right direction, but she also noted that more work is needed because several of the county's health indicators continue to be below those of the state and surrounding counties.

Dr. Carter's presentation focused on the importance of the integration of primary care and public health to improve health outcomes for all residents of Prince George's County. Dr. Carter stressed that there cannot be a "quality system" if there are poor health outcomes—a quality healthcare system will produce good health outcomes. Dr. Carter stressed the importance of collection and appropriate use of data in healthcare, including the development and wide-spread use of Maryland's state-wide health information exchange, the Chesapeake Regional Information System for our Patients (CRISP).

Dr. Cooper rounded out the panel with a presentation on Dimensions Healthcare System's strategies and approach to improving community health in Prince George's County. Dr. Cooper spoke of the plans for the new Regional Medical Center, including how the collaboration between Dimensions and the University of Maryland Medical System will support high-quality services for Prince George's County. Dr. Cooper also highlighted several initiatives being conducted by Dimensions that will help to expand primary care services within the county. These include the opening of the new Family Health and Wellness Center in Suitland and the formation of a family practice residency program.

After all of the presentations, attendees were invited to participate in an open discussion, asking questions of, or providing comments to, the panelists. Given the limited time available for open discussion, participants were invited to submit written questions/comments on white index cards available at each table. Written questions/comments were gathered after the meeting and transcribed by JSI.

Vanessa Akins informed the attendees that responses to their submitted comments/questions would be posted on the County's and the Commission's websites.

Following a short refreshment break, the meeting program focus shifted to the new Regional Medical Center.

Design Vision for the New Regional Medical Center

Raymond Moldenhauer, Regional Healthcare Director for HOK (an architectural design firm) and Project Principal for the proposed Prince George’s Regional Medical Center at Largo Town Center, led the presentation and discussion regarding design of the new Regional Medical Center, including an animated tour of the proposed site.

Mr. Moldenhauer briefed the community on the status of the proposed new hospital in each of the five following areas:

- Design Process/Schedule
- Largo Town Center Vision
- Animated Tour of the Town Center
- Concept Design Images for Discussion
- Next Steps

Soliciting Meeting Attendee Input on Design Concepts

After the HOK presentation, attendees were invited to participate in an open discussion.

To further engage the community in the new Regional Medical Center design, attendees were given the opportunity to indicate their preference for exterior design concepts. Posters showing the precedent facilities that expressed the six “Concept Families” (A through F) were provided at each table and volunteer facilitators provided a set of colored dots for attendees to place on the images as follows:

- *Most appropriate for Prince George’s County* – top three choices in order of Red, Blue, Green
- *Least appropriate for Prince Georges’ County* – Yellow.

Attendees gathered around the poster and placed their dots accordingly. The posters were collected and Commission staff tallied the results. A summary of the results is provided in the table below. In addition to the raw tallies for “most appropriate” a weighted score was developed using a weight of three for the top choice, two for the second top choice and one for the third top choice. Using the weighted scores, Concept E received the highest score of 325. Concept F was considered the least appropriate with a score of 85.

Design Concepts	Considered Most Appropriate				Considered Least Appropriate Yellow
	Top Choice	2nd top choice	3rd top choice	Most Appropriate	
	Red	Blue	Green	Weighted Score	
Concept A	24	27	28	154	23
Concept B	7	13	24	71	15
Concept C	15	24	17	110	23
Concept D	24	43	38	196	6
Concept E	80	28	29	325	9
Concept F	9	19	20	85	87

Attendee Survey (using survey cards)

As the last activity of the meeting, attendees were asked to complete a brief survey using printed cards provided by the volunteer facilitators at each table. The survey questions were used to gather information about the attendees' current healthcare use patterns as well as their vision for the new Regional Medical Center. Survey questions and selected findings follow:

1. Currently, when you are sick or need medical advice about your health, from what type of setting are you most likely to seek care?
 - The majority of respondents (67 percent) seek care from a private physician, although 20 percent seek care from an emergency room (7.7 percent) or an urgent care center (12.3 percent). Less than 5 percent (3.8 percent) seek care from a community health center.

2. Thinking about the most recent time that you or your immediate family visited a medical facility, where was care given [inside or outside of the county]?
 - The percentage receiving care inside and outside of the county was fairly evenly split – about 50 percent for each.

3. Today, you have been provided with information about the county’s vision for the Regional Medical Center. How closely does the vision for the center described here today fit with your own image and vision for what you want the Regional Medical Center to be?
 - Almost half (46.3 percent) indicated that their vision for the Regional Medical Center is very much the same as that presented, but it is important to note that almost 20 percent indicated that their vision was somewhat different or very different.
4. Based on what you saw and heard today, how likely is it that you would use the Regional Medical Center for medical services for you and your family?
 - A majority of those responding (65.1 percent) indicated that they were very likely to use the Regional Medical Center, but it is important to note that 31 percent were either somewhat likely or unsure.

In addition, the survey cards provided space for comments and personal contact information, both of which were optional. Survey cards were completed by 136 individuals.