



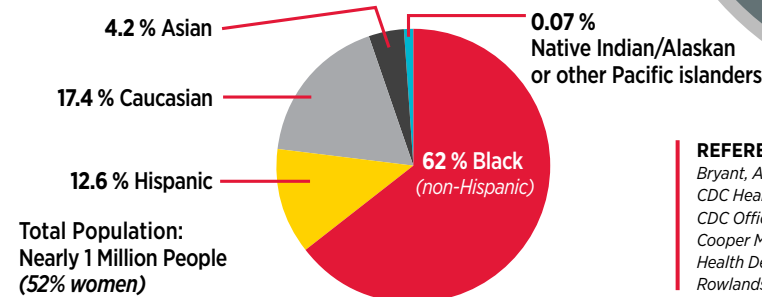
DETOURS to the DESTINATION: Creating Centers of Excellence for Diverse Populations

Background

Prince George's County identified a gap in access to providers and minimally-invasive options for surgery for citizens within the County. County demographics are diverse in ethnic and socio-economic backgrounds. Many residents sought care outside of the County or face limited options such as open surgical procedures.

On June 12, 2021, University of Maryland Capital Region Medical Center opened its doors to provide state-of-the-art care in a brand new facility. Expansion of programs offering MIS elective procedures and women's health programs.

DEMOGRAPHICS Prince George's County Maryland



Purpose

Design a
**Destination Center
of Excellence**
to provide
minimally-invasive
surgical care
to a diverse
and underserved
population



Literature Review

Disparities and Inequities in Healthcare Concerning Prince Georges County (PGC)

- Black or Hispanic women are 35% less likely to be offered minimally invasive techniques compared with white women across the country
 - Black women are two times as likely to be hospitalized for fibroid-related issues and are 2.4 times more likely to undergo hysterectomy for uterine fibroids
 - Black men are 1.9 times more likely to die from prostate cancer in PGC
 - Breast cancer death rate is 40% higher in Black women versus White women; >25% above US rate in PGC
 - Black Americans have the highest mortality rate for all cancers compared with other racial and ethnic groups
 - Hispanic women are 20% more likely to die from cervical cancer
- 2021 CRF Cancer Report_FINAL.pdf (maryland.gov)

REFERENCES

Bryant, A. *Racial and Ethnic Disparities in Obstetric and Gynecologic Care and Role of Implicit Biases*, www.uptodate.com 2022
 CDC Health Disparities & Inequalities Report (CHDIR) November 22, 2013
 CDC Office of Minority Health & Equity (CMHHE) Healthy People 2020
 Cooper M et al. Hospital level under-utilization of minimally invasive surgery in the United States retrospective review BMJ 2014
 Health Department Prince Georges County, 2018 County Health Rankings. <http://www.countyhealthrankings.org>
 Rowlands DW. <https://www.dcpolicycenter.org/people/e/dw-rowlands10/07/22>

Design

DESIGNING A DESTINATION CENTER OF EXCELLENCE

Goals: • Clinical Outcomes
• Patient Satisfaction

Drivers: • Teaching & Learning
• Climate & Culture

Supporting Categories • Systems & Operations
• Aligning Staff
• Personal Leadership

Critical Function Teams

- Equipment (*Capital & Supplies*)
- Sterile Processing Department
- Peri & Post Op Management
- Operations
- Medical Group
- Billing/Reimbursements
- IT (Physical + EPIC)
- Credentialing
- Marketing & Outreach

Clinical Optimization

- Surgical Program Selection
- ERAS protocols
- Strategic partnerships
 - UM Baltimore Washington Medical Center
 - UM Upper Chesapeake Medical Center
- Genesis

Outcomes

- Case volumes increased
- Decrease turnover time
- Streamlined processes
- Reduction of tray size
- ERAS protocols
- Quarterly MIS/Robotic meeting with stake holders
- Fibroid Center
- Urology programs
 - Reconstruction/Cancer
- Pelvic Floor Reconstruction

Addition of

- MIS General Surgery/Bariatric
- Colorectal Surgeon
- Driving an intentional quality-based program by and for a diverse staff and patient population
- Increasing access to minimally invasive but complex procedures
- Developing a relationship of trust with the community and other key stakeholders
- Increasing access to robotic surgery within Prince George's County
- Utilizing tools to improve care for all patients: 24-hour translation services, transportation, patient representatives, case managers, financial assistance, patient support partners
- Providing the framework to establish a **Center of Excellence** for MIS within the community while embracing the equity, diversity and inclusion for patients and staff

POSTER PRESENTERS:

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Discussion

LESSONS LEARNED

- Team PRE-training essential
- Clear delineation of duties of team members
- Ongoing professional development
- Streamline instrument trays
- Standardize process for "choreography"
- Surgeon lead debrief to reduce turnover times
- Open communication
- Shared Success with ENTIRE team

CHALLENGES

- Staffing limitations due to qualified candidates, call outs, resignations
- COVID-related events
- Lack of full time Robotic Coordinator to assist with the development of the program
- Incorporating new Urology service line into the robotic program



(Left) UM Capital Region Medical Center opened its doors June 2021 to offer state-of-the art care.



(Below) The strong team that makes delivering excellent care possible.

DEI: EQUITY, DIVERSITY, INCLUSION

Philosophy of University of Maryland Medical System:

- ✓ Focus on equity in healthcare for all patients
- ✓ Attain diversity at all levels starting with patients, staff & all vendors
- ✓ Focus on inclusion for all with patients and staff
- ✓ Offer weekly programs on various topics to ensure we remain a campus that fully embraces the diversity of our community through equity and inclusion for all