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**Mobile Integrated Healthcare Team
Earns 2018 Governor's Customer Service
Heroes Award**

**This news release is provided in partnership with the Charles County Department of Health and Charles County Government.*

The Office of Maryland Governor Larry Hogan awarded the 2018 Governor's Customer Service Heroes Award to University of Maryland Charles Regional Medical Center, Charles County Government, and the Charles County Department of Health.

The Governor's Customer Service Heroes Award recognizes a Maryland organization going above and beyond to solve a specific challenge while developing a process that significantly improves the delivery of services, consistent with the Governor's Customer Service Promise.

The Governor's Customer Service Promise is to provide services in a friendly, timely, consistent, accessible and truthful manner. The Mobile Integrated Healthcare (MIH) fulfills that promise by offering patients the option of having a healthcare team – a nurse, paramedic, and community health worker – visit their home to ensure they reach wellness. The award honorees are: Pam Gantt, Paramedic; Jenny Hunt, RN; and Wanda Mahoney, Community Health Worker.

"The MIH's team customer service award is a perfect example of how the community comes together in partnership for those who have the greatest need," said Deputy Health Officer Dr. James Bridgers."

"On behalf of the Charles County Commissioners, I applaud the Department of Emergency Services and the other participating county agencies for receiving this award," said

Commissioner President Peter F. Murphy. “This is a great example of agencies working together to provide the best possible care and service for our residents.”

“This program is giving accessible and prompt healthcare services to those most in need,” UM Charles Regional CEO Noel Cervino said. “For our hospital, this award is recognition of much hard work by so many members of our staff.”

The Charles County MIH program began bridging the gap of social determinants of health and delivering tailored healthcare to its target community in August 2017. Of the first 24 patients that met program criteria, the MIH program has achieved a 74 percent reduction in emergency department visits and an 84 percent reduction in inpatient hospital admissions. The MIH team is empowering their patients’ independence and freedom through wellness and improved healthcare.

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