

SUBURBAN HOSPITAL FOUNDATION

2024 DONOR IMPACT REPORT



SUBURBAN HOSPITAL

JOHNS HOPKINS MEDICINE

PHILANTHROPIC IMPACT REFLECTION

CINDY MERZ, VICE PRESIDENT OF DEVELOPMENT

Each year, as I reflect on what makes Suburban Hospital so special, I am filled with immense gratitude for the exceptional care we provide to our community and for the power of philanthropy that continues to drive us forward. Your generosity and commitment to making a difference enables us to raise the bar in so many areas – nursing, clinical education, patient experience, staff resiliency, facilities, tools and technology. Every contribution, big or small, has played a vital role in advancing our mission by inspiring our work today and ensuring our strength for tomorrow. With record-high patient volumes, we recognize the vital role Suburban Hospital and Johns Hopkins Medicine play in our community, and the growing need for philanthropic support. We look forward to partnering with you in the coming year as we advance plans for our Emergency Department modernization, expand key clinical programs, and support our workforce. Thank you for helping us remain #SuburbanStrong!



BOARD AMBASSADORS DEMONSTRATE THE POWER OF ENGAGEMENT

WENDI SAGER, FOUNDATION BOARD CHAIR



Serving as Chair of the Suburban Hospital Foundation Board gives me a unique view and broader perspective of the incredible impact of philanthropy at our community hospital. During 2024, I had the opportunity to learn more about the Maryland health care reimbursement system that challenges our financial outlook, the growing volume in the Emergency Department, and the throughput issues that can impact access and patient experience. Along with my fellow Board members, I also had the opportunity to engage in conversations about exciting growth initiatives in key services lines like cardiology, neurosurgery, and oncology across the National Capital Region. We also witnessed firsthand the outstanding expertise and unwavering dedication of the hospital's clinical and support staff at all levels. All of these experiences allow me — and each of our 24 dynamic board members — to better serve as an ambassador, committed to helping advance the mission of Suburban Hospital. I am honored to have played a role in the development of stronger and broader relationships that increase support for Suburban Hospital in the many ways that you will read about in this 2024 Impact Report.

KEY PARTNERS PROVIDE FUNDAMENTAL SUPPORT TO ADVANCE CLINICAL CARE

The Suburban Hospital Foundation is grateful for the incredible partnership and generosity of our donors. Their support has not only enabled advancements within Suburban Hospital but also ensures the continuation of transformative initiatives that are shaping the future health of the community.

Special thanks to some of our lead donors during 2024:

The Estate of Susan H. Bowis
A. James and Alice B. Clark Foundation
Irene and Jared M. Drescher
Starr and Fred Ezra
LA & LK Greenberg Charitable Foundation
Pradman and Sunita Kaul
Robert and Arlene Kogod
Ethan and Karen Leder

McCutchen Foundation
Dade and John M. McMahon
Patricia Ann Miller
Cathy and Earle O'Donnell
The Sandra and Gilbert Oken Foundation
Diana Davis Spencer Foundation
Walter W. and Gloria A. Ware
Koo and Patricia Yuen



To see a full list of donors, please go to our website by scanning the QR Code



SCAN ME

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SPECIAL DONOR HIGHLIGHT TRANSFORMATIONAL GIFT FUELS GROWTH AND INNOVATION AT SUBURBAN HOSPITAL

Grateful for the exceptional care they received, the **Yuen Family** has made a remarkable \$1 million gift to Suburban Hospital, propelling advancements in Nursing Excellence and the expansion of Emergency and Trauma services.

Patricia Yuen, a former registered nurse, and her husband Koo were inspired to give back to a hospital that had such a profound impact on their

lives. Their generosity will provide critical resources to support frontline nursing staff, fostering professional growth and enhancing patient care. This gift also lays the foundation for the much-needed modernization of Suburban's Emergency Department, addressing the growing needs of our community.

Koo and Patricia Yuen's commitment to Suburban Hospital is enabling us to bring the next generation of advanced medicine to the community and the region.

ADVANCING CARE: THE EVOLUTION OF THE RESOURCE NURSE ROLE IN STROKE SUPPORT AND RAPID RESPONSE

The resource nurse role at Suburban Hospital originated in the late 1990s through a NIH grant as part of the stroke program. Initially a night-shift position, resource nurses assisted with stroke patients in MRI and administered necessary medications. They also provided support by addressing clinical issues across units.

Recognizing the value of this role in patient care, numerous donors have generously supported this effort. Today, resource nurses continue to support the stroke program and respond to code hearts, traumas, code blues, and rapid responses. They also round on patient areas, offering hands-on assistance to staff and patients as needed.

As clinical experts, resource nurses are trained to start difficult IVs using ultrasound. As patient needs have grown, so too has the vital role of the resource nurse, ensuring high-quality care across the hospital.

UNDERSTANDING THE GROWING MENTAL HEALTH CRISIS IN OUR COMMUNITY

The incidence of mental health and substance use disorders has risen dramatically across the nation, affecting both adults and youth. Here in Montgomery County, many of our loved ones, friends, and neighbors are increasingly turning to Suburban Hospital for support. In response, the hospital's comprehensive Behavioral Health Programs aim to provide an interdisciplinary approach for patients with complex diagnoses while continually evaluating strategies to meet the growing demand for behavioral health services.

Recognizing the importance of this mission, the McMahon Family established an endowment in memory of their granddaughter, Tara McMahon, to support this vital initiative, ensuring a lasting impact for future generations.

On May 18, 2024, Suburban Hospital, under the leadership of Dr. Ashley Bone, Chair of the Department of Psychiatry, hosted the first annual **Tara McMahon Behavioral Health Symposium**. This annual event is dedicated to raising awareness about the mental health continuum, reducing stigma through open conversation, and providing resources to encourage help-seeking behaviors.



Tara McMahon

**BEHAVIORAL HEALTH
SYMPOSIUM**



CORPORATE PARTNER PROGRAM

Suburban Hospital's Corporate Partner Program is an initiative designed to recognize the generosity of local companies and the increasing impact that corporate philanthropy plays in supporting the critical health needs of our community.

It is an honor to have received support from the following companies this year:

American Cancer Society
BrightStar Care
Jim Coleman Toyota
EagleBank
Epic Systems Corporation
Ernst & Young LLP
Jack Fitzgerald Cars

KaRon Masonry of Maryland, Inc.
Kelly Goodman, NP & Associates
Lerch, Early & Brewer, Chtd.
MileOneCares | MileOne Autogroup
Miller & Long
Saks Fifth Avenue Chevy Chase
Sterling Senior Care

For more information about the benefits of partnership, please call 301-896-3971 or email SHFoundation@jhmi.edu.



BUILDING THE NEXT GENERATION OF NURSES AT SUBURBAN HOSPITAL

At Suburban Hospital, we are shaping the future of healthcare by investing in the next generation of nurses. Thanks to our generous donors, we provide mentorship and educational opportunities that cultivate a wave of new, compassionate, skilled nurses who will care for our community for years to come. Here are key nursing programs supported by philanthropy:

Externship Program | An 8-week program, designed for junior and senior college nursing students, offers opportunities to practice essential nursing skills and observe care in various clinical areas. Pairing participants with experienced nurses offers a broad view of the nursing profession and exposure to specialized practices.

Nurse Residency Program | For new graduates, our year-long Nurse Residency Program provides critical support during the transition to professional practice. Paired with a dedicated instructor, residents develop their clinical skills while attending monthly sessions on critical topics, ensuring they are well-prepared to deliver high-quality patient care.

Nursing Clinical Ladder | The Clinical Ladder program allows nurses to advance professionally while remaining at the bedside. Nurses submit a portfolio for peer review by nursing councils. Upon successful completion, participants receive a financial reward recognizing their commitment to professional development and excellence in patient care.

Leadership Development Programs | Leadership development is also a key focus at Suburban Hospital. Our Clinical Leader Fellowship Program prepares nurses for leadership roles through training and mentorship. This program plays a vital role in preparing our nurses for advanced roles and ensuring strong leadership within our clinical teams.

Magnet® Recognition Journey | Our journey toward Magnet® recognition is driven by a bottom-up approach centered on shared decision-making. Through unit-based councils, the CUSP (Comprehensive Unit-based Safety Program) team, and organizational councils, clinical nurses actively participate in decisions that affect patient care, their working environment, and workflows. This engagement empowers our nursing staff and fosters a culture of continuous improvement and excellence earning Suburban Hospital its second Magnet® certification in 2024. The only hospital in Montgomery County to have earned two Magnet designations.



NURSING SCHOLARSHIPS

For more than 50 years, Suburban Hospital has supported the career development of its employees and its future nurses by providing scholarships. This program was relatively small until 2003 when a very generous gift from the **Eugene B. Casey Foundation** endowed the Casey Scholars program. Over the years, hundreds of current and former employees have been named as Suburban and Casey Scholars including Hospital President, LeighAnn Sidone (2006) and Chief Nursing Officer, Courtney Cornell (2019).

Applications are now received four times per year and reviewed by a committee of nurse leaders. In FY24, there were 38 applicants for the two programs and the committee made awards totaling almost \$300,000 to 28 recipients. All of these scholars will continue as part of the Suburban Hospital workforce once they finish their degree programs.



VIRTUAL NURSING

SAFER CARE, HAPPIER PATIENTS

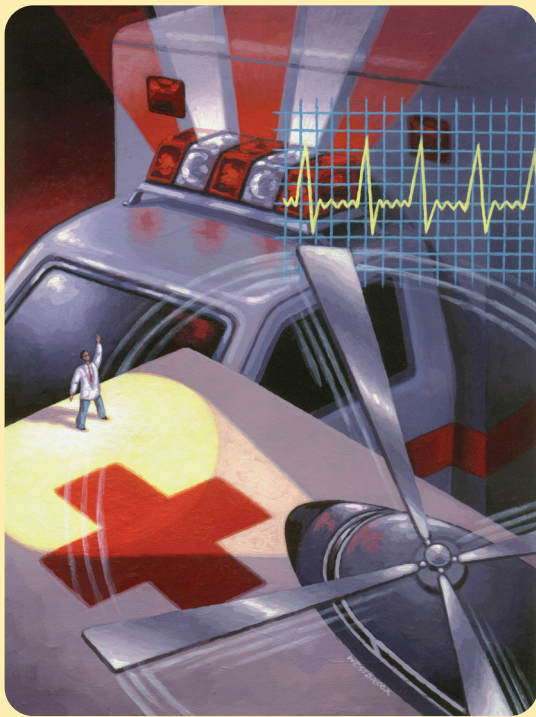
The future of healthcare is rapidly evolving as new technology development presents innovative solutions to address critical nursing shortages. Thanks to the generous support from our donors like the **A. James & Alice B. Clark Foundation**, the **McCutchen Foundation**, and **Epic Systems Corporation**—we are now able to take meaningful steps to address this critical nursing shortage.

Virtual nursing has emerged as a promising approach to providing high-quality care to patients while also addressing staffing challenges, alleviating clinical burnout, and maximizing overall efficiency. Virtual nursing is a groundbreaking technological innovation that can significantly ease nurses' workload and enhance their efficiency.

- Virtual nurse activities include admission, discharge, and general patient education, secondary validation for medication and blood product administrations, and patient safety/quality monitoring and interventions
- The virtual nurse provides mentorship for bedside nurses
- The virtual nurse can be present during emergencies and bedside procedures to offer guidance and support

The technology (cameras, monitors, and speakers) that supports virtual nursing provides an important step to advancing inpatient care to a larger vision of **virtual health**, providing an expanded platform that can be used for remote safety monitoring, virtual rounding, centralized telemetry monitoring, electronic intensive care & sepsis monitoring, and telemedicine consults. Of equal importance, by shifting non-touch care to the virtual nurse, the bedside nurses can devote their primary focus to hands-on patient care. With a well-designed program, virtual nursing is a powerful tool that can reduce the burden on the bedside nurse and improve the overall patient experience.





EXPANDING AND RENOVATING SUBURBAN HOSPITAL'S EMERGENCY DEPARTMENT: ENHANCING CARE FOR TODAY AND TOMORROW

Suburban Hospital's Emergency/Trauma Department (ED) continues to lead in emergency and trauma care by treating approximately 50,000 patients each year. The ED features a separate Pediatric Emergency Department, a fast-track clinic for minor injuries and illness, and a behavioral health crisis unit. As the only state-designated regional trauma center in Montgomery County, Suburban also treats nearly 2,000 trauma patients annually, the majority of whom arrive by ambulance or medevac helicopter.

Our current ED has not experienced a major renovation in more than three decades and according to industry benchmarks our space, at just under 20,000 sq. ft., is dramatically undersized. Having experienced significant growth in patient volumes since its original construction and with more than 83% of all Suburban Hospital in-patients arriving through our ED, the upcoming renovation and expansion is a much-needed project.

These essential updates will not only expand capacity and improve care, but also ensure Suburban Hospital is fully equipped to meet the evolving needs of our community, particularly during times of crisis. As with all capital initiatives, philanthropy will be crucial to this transformation, providing the necessary funding for vital upgrades that will enhance patient care and prepare the Emergency Department for the future.

We are deeply grateful for the generous support of the following visionary donors who have already stepped up to pave the way for the project: **Cathy Bernard, The J. Willard and Alice S. Marriott Foundation, Ethan and Karen Leder, Patricia and Koo Yuen, Irene and Jared Drescher,** and the **LA & LK Greenberg Charitable Foundation.** Their support, alongside that of many others, is instrumental in helping us create a safer, more efficient environment for everyone who relies on our services.



CAREER DEVELOPMENT: ELEVATING OUR WORKFORCE

To fulfill our mission of improving health with skill and compassion, we must continuously adapt to the evolving needs of our patients and community. A key part of achieving this is investing in our workforce. To meet the growing demands for a highly skilled team, we must support the professional growth of our dedicated staff members.

In early 2024, Suburban Hospital launched a comprehensive Workforce Development Program, made possible by a generous grant from the **McCutchen Foundation.** This program offers employees opportunities to advance into higher-skilled, higher-paying careers through targeted training and educational initiatives.

Beyond meeting the continuing education needs of our employees, the Workforce Development Program also addresses the crucial goal of employee retention. By providing career advancement through specialized training, Suburban Hospital can attract and retain top talent, ensuring a strong and skilled workforce for years to come.

COMPASSIONATE CARE: ENHANCING QUALITY OF LIFE THROUGH PALLIATIVE SUPPORT

Palliative care in a hospital setting focuses on providing relief from the symptoms, pain, and stress of serious illness, with the goal of improving the quality of life for patients and their families. In 2023, we expanded our palliative care program and began exploring the development of an inpatient hospice program to offer enhanced support for patients and their families during end-of-life care.

After collaborating with Montgomery Hospice, a trusted partner for many years, we launched Montgomery Hospice at Suburban Hospital in May 2024. Since then, we've cared for 65 patients in 2024, ensuring that these families have access to timely hospice services they might not have otherwise received.



We are deeply grateful to the **Samir and Puja Kaul Family Foundation** and the **Fardshisheh Family Foundation** for their generous support, which has helped make this critical program possible. Their contributions enable us to continue expanding and strengthening our partnership with Montgomery Hospice to better meet the needs of our community.

Every gift to the Suburban Hospital Foundation is put to work to make our great hospital even more extraordinary. Whether it is a one-time gift or ongoing annual support, philanthropic impact is hard at work everywhere at Suburban Hospital.



We thank you for your continued generosity in our efforts to advance the health of our community.

493
NEW DONORS

1,595
RENEWED DONORS

76%
DONOR RETENTION RATE

2,088
TOTAL DONORS
2024

SUBURBAN HOSPITAL FOUNDATION
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