

MARYLAND'S

HEALTH MATTERS

COVER STORY

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UNIVERSITY
of MARYLAND
MEDICAL
SYSTEM



WHEN WORK FEELS LIKE HOME

Nursing at UM Shore Regional Health is more than a job. It's a second home with a second family.



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ACADEMIC MEDICINE AT WORK:

An Answered Prayer, Right on Cue—When James Harris Jr. needed a kidney transplant, his one-time pool tournament rival Russ Redhead stepped up to be his living donor.

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SPOTLIGHT ON QUEENSTOWN

Find emergency care and multiple outpatient services in Queenstown.



STAY CONNECTED WITH

UM SHORE REGIONAL HEALTH

KENNETH D. KOZEL, MBA, FACHE
President & Chief Executive Officer

WE WOULD LIKE TO HEAR FROM YOU

Please send your comments, information requests or change of address to: trena.williamson@umm.edu.



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On the cover: Christina Graves, RN, a front-line nurse working in the Requard Center for Acute Rehabilitation at UM Shore Medical Center at Easton, is shown assisting stroke recovery patient Curt Lewis, of Tilghman Island, Maryland. Graves, who joined the Requard nursing team two years ago, is one of more than 550 nurses and nurse practitioners providing care to patients served by UM Shore Regional Health hospitals and outpatient facilities, and by UM Shore Medical Group.

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Letter from the CEO

IN JULY, THE Maryland Health Services Cost Review Commission (HSCRC) approved our application request for the new UM Shore Regional Medical Center at 10000 Longwoods Road in Easton. Approximately 3.5 miles from the current hospital, this location offers easier and safer access for ambulance and helicopter transport, and ample parking for patients, staff and visitors. The HSCRC's approval was the final step needed for preconstruction site preparation work to begin. Now in progress, this preparation includes working with the Maryland State Highway Administration on the relocation of Route 662, as well as leveling and grading the site.

Groundbreaking for the hospital is planned for this fall, with construction anticipated to be completed at the end of summer 2028. The \$540 million estimated cost of the project will be covered by bonds and cash flow, state funding, public and private philanthropy, and federal grants.

We are profoundly grateful for the longstanding support and engagement of our state and county elected officials, University of Maryland Medical System board members and executive leadership, the UM Shore Regional Health board, the UM Memorial Hospital Foundation board, and our partners in the project—Covalus, HKS, Whiting-Turner/Mahogany, the legal team from GEJ, and the many UM Shore Regional Health team members involved in the project to date. This has been and will continue to be a strong collaboration between health care professionals, government and civic leaders, and the stakeholders throughout the region for whom access to quality health care is an important priority.

I encourage you to follow the progress of this exciting project as it is covered in local print and electronic media, on UM Shore Regional Health's website (umshoreregional.org/rmc), and on our social media (Facebook, Instagram and X).

Sincerely,



Kenneth D. Kozel, MBA, FACHE
President and CEO
UM Shore Regional Health



UM SHORE REGIONAL MEDICAL CENTER AT A GLANCE

Site: 230 acres, located at 10000 Longwoods Road (near the intersection with US 50) in Easton, Talbot County

Main Tower: 6 levels, 325,294 square feet

Licensed beds: 147, including 122 private inpatient beds and 25 private adult observation/short-stay beds

Emergency Department treatment bays: 27

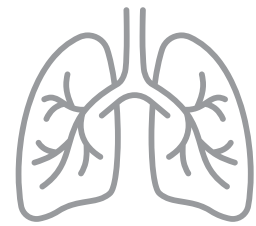
Operating rooms: 7

Helipad

Core programs and specialty centers: Acute Inpatient Behavioral Health Center, Acute Inpatient Rehabilitation Center, Birthing Center, Cardiac Intervention Center, Cardiovascular Services, Critical Care Medicine, Emergency Services, Neurosciences, Orthopedics and Women's Services

Adjacent Medical Office and Outpatient Services Building: 60,000 square feet

Protect Your Family from



PNEUMONIA

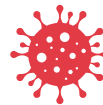
LEARN MORE ABOUT THIS SERIOUS LUNG INFECTION AND HOW TO AVOID IT.

WHAT IS PNEUMONIA AND HOW DO YOU GET IT?

Pneumonia—an infection caused by viruses, bacteria or fungi:

- Causes inflammation and fluid buildup in the tiny branches of the lungs
- Prevents those areas from getting oxygen into your bloodstream
- Leads to coughing, shortness of breath and other symptoms

Pneumonia can be contagious. The most common way you can get pneumonia is by inhaling droplets from an infected person when they sneeze or cough. You can also get infected by touching a surface with pneumonia-causing germs and then touching your face.



WHAT ARE COMMON SYMPTOMS?

In addition to symptoms such as coughing and chest pain, watch for:

- Chills
- Fatigue
- Fever
- Low appetite
- Reduced energy
- Shortness of breath



GIVE PNEUMONIA YOUR BEST SHOT

Flu is the leading cause of viral pneumonia for all ages, but pneumococcus is the primary source of severe pneumonia in older adults. Staying up to date on adult vaccines, including pneumococcal, flu, and RSV, is one of the best preventive steps you can take. Vaccination can't prevent all pneumonia infections but can significantly reduce their severity.

WHO IS MOST AT RISK TO GET PNEUMONIA?

Anyone can get pneumonia, but the following groups are the most vulnerable:

- Children younger than **2 years** old
- **Adults 65 years** old and older
- People with some **chronic illnesses** like COPD, diabetes or heart disease
- People who **smoke**

Don't take pneumonia lightly.

It's highly treatable, but for some people who are high risk, it can lead to severe symptoms, hospitalization and even death. See your primary care provider as soon as possible, especially if you're in a high-risk group.

FOR ADDITIONAL PROTECTION:

- Wash your hands often
- Avoid contact with people who are sick
- Eat plenty of fruits, vegetables, and other heart-healthy and immune system-boosting foods
- Exercise regularly to strengthen your immune system
- Get at least seven hours of sleep each night
- Kick the habit if you smoke



Find a primary care practice near you at [umms.org/health-services/primary-care](https://www.umms.org/health-services/primary-care).



WHEN WORK

Feels Like Home

NURSING AT UM SHORE REGIONAL HEALTH IS
MORE THAN A JOB, IT'S A SECOND HOME WITH A SECOND FAMILY.

IN 2023, TISHA THOMPSON heard about a new career opportunity. The Long Island, New York, nurse was interested in the position, but the move would be a dramatic change from the big hospital and bustling city she was used to.

“To be honest, I wasn’t really familiar with the Eastern Shore,” said Thompson, DNP, RN, regional director of Emergency Services at UM Shore Regional Health. “I agreed to a visit, and I was blown away by how welcoming the community was. It made me feel like it was somewhere I wanted to be.”

Thompson decided to move south. A year later, she has no regrets.

“It truly is like working with family,” Thompson said. “The sense of teamwork at UM Shore Regional Health is something special. The connection between people is pronounced here—when our patients come in, everyone wants to go the extra mile for them.”

Staff members comment about this sense of community spirit over and over.

“It’s so different from larger hospitals,” said Stephanie Saffran, BSN, RN, senior clinical nurse in the Intensive Care Unit at UM Shore Medical Center at Easton. “In the ICU, we have one nurse who seems to know every patient who comes in—it really is a small world over here.”

NATIONAL RECOGNITION FOR QUALITY NURSING CARE

The quality of care delivered by UM Shore Regional Health nurses has generated national recognition as well as community pride. Last April, UM Shore Regional Health at Cambridge, UM Shore Medical Centers at Chestertown and Easton, UM Shore Emergency Center at Queenstown, and UM Shore Medical Group medical practices were once again designated as Magnet® organizations by the American Nurses Credentialing Center (ANCC). Fewer than 10% of hospitals in the country achieve this prestigious national recognition for above-and-beyond nursing care.

TEAM EFFORT

A few years ago, St. Michaels resident Carleta Collins, 48, was at a loss about how to handle chronic back pain. Then, she met Gail Shorter, DNP, CRNP, pain medicine nurse practitioner with UM Shore Medical Group.

“I opened up to Gail about the general practitioner I was seeing and how I felt they weren’t really interested in helping me,” Collins said. “I felt like just a number, not a person who needed help. Gail helped me.”

Shorter did more than put Collins on a treatment regimen of medications and physical therapy that’s helped her maintain her mobility. She also connected Collins with Renee Edsall, MSN, CRNP, nurse practitioner at UM Shore Medical Group – Primary Care.

All Together Now

Edsall has since become Collins’ trusted primary care provider—the coordinator of a team of UM Shore Regional Health nurse practitioners helping Collins address some complex medical challenges, including heart problems that developed as a result of COVID-19, diabetes and women’s health issues.

“Renee and I are very fond of Carleta, not just as a patient, but also as a person,” Shorter said. “We want to ensure she gets the best care she can.”

Collins credited the nurse practitioners with helping her maintain her quality of life. To Edsall, Collins is inspiring.

“Carleta is the reason we do this work,” Edsall said. “She’s so upbeat despite the health challenges she faces. For her to be surrounded by a team of professionals who are on the same page and collaborating to help her improve her health—it’s priceless.”



Carleta Collins (seated, center) is shown with the UM Shore Medical Group nurse practitioners who work together as her health care team. Seated L-R: Renee Edsall, MSN, CRNP, primary care; and Gail Shorter, DNP, CRNP, pain management; standing L-R: Clare Ross, CRNP, cardiology; Trish Milburn, DNP, CRNP, wound care; Dale Jafari, DNP, FNP, women’s health; and Robyn Lanasa, CRNP, cardiology.

Magnet® redesignation involved a rigorous process, including thorough documentation. Appraisers visited for three days in early March 2024 to evaluate the hospital's nursing care in detail.

"Our embedded relationships within our community were highlighted by ANCC during the redesignation survey," said Danielle Wilson, MSN, RN, senior vice president/chief nursing officer at UM Shore Regional Health. "This speaks to the voice of the nurse within the hospital, as well as our prioritization of quality care and patient experience."

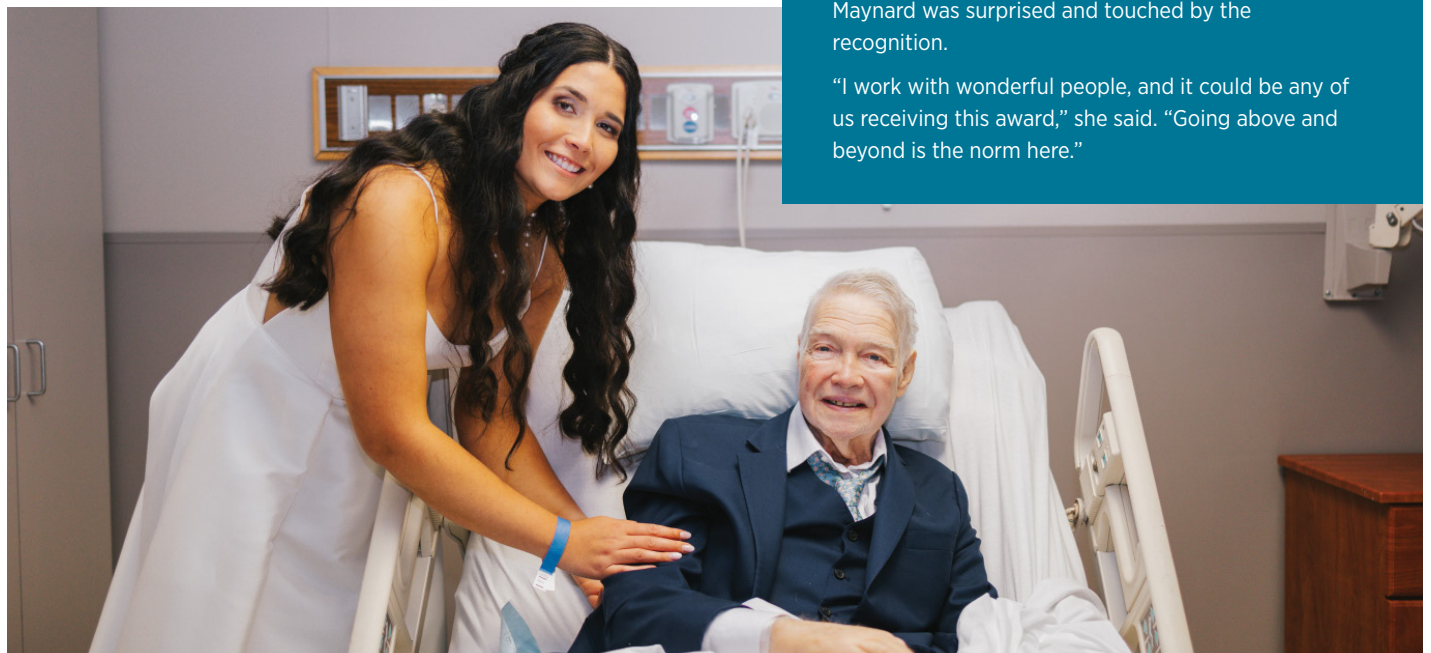
The UM Shore Regional Health nursing care model uses relationship-based care, which focuses on the relationship that nurses have with patients and coworkers.

"The stronger our nurses' relationships with their peers, the better our outcomes are," Wilson said. "Staff members in this organization take care of their families, their neighbors and their friends."

A UNIQUE APPROACH TO EMERGENCY NURSING

Thinking outside the box has helped UM Shore Regional Health meet its varying emergency care needs. UM Shore Emergency Center at Queenstown gets more pediatric emergency cases, whereas UM Shore Medical Center at Chestertown sees a high percentage of geriatric cases. UM Shore Emergency Center at Cambridge nurses help farmers, watermen and other workers reporting on-the-job injuries or illnesses, and UM Shore Medical Center at Easton has the widest range of cases, as well as patients transferred from other facilities.

"I enjoy the differences I get to experience working here," Thompson said. "While our emergency nurses have a home base in one of the four departments, they may work in a different hospital for a shift. We look at the needs in emergency services daily so we can allocate resources to meet those needs."



A WEDDING DAY MADE SPECIAL



For several days in October 2023, ICU nurse Morgan Maynard, BSN, RN (shown at left), at UM Shore Medical Center

at Easton, had been caring for Luigi Micheli, the father of a fellow nurse and bride-to-be, Alee Monaghan, BSN, RN (shown below with Micheli), when she learned that he would still be hospitalized on the day of his daughter's wedding.

"He didn't say it, but I knew he was disappointed," Maynard said. "So, I asked my team to help me make the day as special as we could for Alee and her father, and make him feel included."

Not only did Maynard and her team decorate Micheli's room, they dressed him in a suit and tie and helped him watch the ceremony remotely. Later, when the newlyweds visited Micheli in the hospital, the team had sparkling cider waiting to help them celebrate.

Monaghan was so moved by Maynard's thoughtfulness she nominated her for the DAISY Award, an international program recognizing nurses for excellence in clinical care and compassion. At UM Shore Regional Health, DAISY award recipients are chosen monthly.

"I am so grateful to be part of a team where there are nurses like Morgan," Monaghan said. "I cannot thank her and the team enough for making my wedding day so special by helping my dad be a part of it."

Maynard was surprised and touched by the recognition.

"I work with wonderful people, and it could be any of us receiving this award," she said. "Going above and beyond is the norm here."

LEARNING TOGETHER

UM Shore Regional Health has a long-standing partnership with Chesapeake College in Wye Mills, Maryland. Highly qualified and experienced teachers work closely with UM Shore Regional Health nursing leaders to ensure that nursing students graduate with the necessary knowledge and clinical skills to enter a Nurse Residency Program at UM Shore Regional Health. Through a variety of scholarship programs, many students earn their RN from Chesapeake College at no cost. For more information, visit chesapeake.edu/allied-health/nursing.



Danielle Wilson, MSN, RN, senior vice president and chief nursing officer (right), takes a moment to check in with front-line nurse Kathy Arnold, RN, at UM Shore Medical Center at Chestertown.

That flexibility helps ensure patients always get the best care, no matter what kind of emergency.

“It’s a big team effort,” Saffran said. “ICU nurses are in constant contact with our four emergency departments to identify critical patients who need inpatient care.”

Last May, Saffran was named the UM Shore Regional Health 2024 Nurse of the Year after just three years at the hospital. She received this top award at an annual ceremony in which a total of seven awards were presented to nurses in specific categories.

“I try to do the best for my patients, but I strive to do what’s best for my unit as well,” she said. “The Nurse of the Year recognition inspires me to keep doing what I’m doing.”



Tisha Thompson, DNP, RN, regional director of emergency services, confers with UM Shore Medical Center at Easton ED nurse Brandon Joy, RN.

HOW YOU CAN HELP

Would you like to support nursing education and advancement at UM Shore Regional Health? UM Memorial Hospital Foundation and UM Chester River Health Foundation have established a goal to raise a total of \$30,000 by July 1, 2025 to benefit nursing scholarships.

To make a donation, visit umcrhf.org (for Chestertown) or ummhospfoundation.org (for Easton).

AN EDUCATION AND ADVANCEMENT ON THE JOB

Long before she had any training, Sandy Prochaska, MSN, RN, knew she wanted to be a nurse. She worked as an office manager in a medical practice in Pennsylvania just to be in health care. After moving to Chestertown, she decided to take the next step toward her dream.

“I loved health care and I knew I wanted to pursue nursing,” Prochaska said. “In 2007, I started as a patient care tech at UM Shore Medical Center at Chestertown.”

Using tuition assistance benefits available to UM Shore Regional Health team members, Prochaska earned her RN in 2009, her BSN in 2015 and her MSN in 2018—all while working full time and raising a family.

“We have great educational opportunities at UM Shore Regional Health, and I, for one, have benefited greatly,” Prochaska said. “The tuition assistance was key to my success because I wouldn’t have been able to afford additional schooling otherwise.”

Prochaska worked her way up to her current administrative position, and she tries to make her staff aware of opportunities for advancement.

“We really support our techs pursuing nursing and our nurses getting more advanced training, such as specialty certifications.”

Programs that provide support include scholarship awards from UM Chester River Health Foundation and UM Memorial Hospital Foundation, and state funding through the Maryland Health Services Cost Review Commission.

REWARDING RESILIENCE

Even in the best of times, nursing can be a stressful job. To alleviate that stress, UM Shore Regional Health offers the peer support program, Resilience in Stressful Events (RISE).

“RISE provides timely, confidential and nonjudgmental peer support to health care workers who are involved in adverse events or who encounter stressful patient-related events,” Wilson said.



Sandy Prochaska, MSN, RN, nurse manager, emergency department and acute care at UM Shore Medical Center at Chestertown, credits her nursing journey to the tuition assistance she received throughout undergraduate and graduate nursing studies.

“Staff can volunteer to train as peer supporters and serve on-call so employees who need help can reach out 24/7.”

Staffing shortages are another source of stress, and the health system is always looking for new nurses to join the team.

“Working at Shore means you get all the benefits of being part of the greater University of Maryland Medical System while belonging to a smaller, connected community,” said Saffran, who worked at UM Baltimore Washington Medical Center for five years before moving to the Eastern Shore. “It’s pretty cool to have people recognize me when I’m grocery shopping because I cared for their father. You can really see the difference you’re making in the community.”

Interested in joining our team?

Learn more about the benefits of working at UM Shore Regional Health and see current openings at umshoreregional.org/why-work-at-shore.



An Answered Prayer,
RIGHT ON CUE

WHEN JAMES HARRIS JR. NEEDED A KIDNEY TRANSPLANT, HIS ONE-TIME POOL TOURNAMENT RIVAL RUSS REDHEAD STEPPED UP TO BE HIS LIVING DONOR.

A KIDNEY TRANSPLANT was Harris' last option. Denise Epps-Harris, his wife, was his champion and, thankfully, a casual conversation at a pool tournament in November 2022 led to the break Harris desperately needed. Harris, an avid pool player, struggled with end-stage kidney disease and waited for a deceased donor two years on the national waitlist. None of Harris' family members were a match to be a living kidney donor, the most promising path forward.

In that moment of need, Epps-Harris encountered Russ Redhead, a Pennsylvania pool player who, years earlier, railed against Harris—and later apologized—after losing to him in a high-stakes tournament. During her conversation with Redhead, Epps-Harris, who works at University of Maryland Medical Center (UMMC), mentioned her husband needed a kidney.

“Russ started asking me all these questions, and I just thought he was being curious,” Epps-Harris said. “And then he said, ‘I’ll do it.’ I said, ‘Do what?’ He responded, ‘I’ll be a donor.’ I started crying in the middle of the pool hall. He just gave me a hug and said, ‘It’s OK.’”

THE GREATEST GIFT

As of March 2024, more than 89,000 people in the U.S. await a kidney from a deceased donor, according to the Organ Procurement and Transplantation Network. Most wait three to five years, the American Kidney Fund reported, and some may die before receiving an organ. Living donation offers another option—and more reason to hope.

Although most humans come into the world with two kidneys, the body can function perfectly well with just one, which makes living donation possible. Typically, living donors either direct their donated organ to go to a specific recipient, such as a friend or family member, or a stranger based on medical need. Living donors must be an adult in good health and have a blood type compatible with the recipient.

UMMC, the academic medical center of University of Maryland Medical System, hosts the region's largest kidney transplant program, where around one-third of transplanted kidneys are living donations. Potential living donors complete a thorough evaluation process that includes meeting with a transplant surgeon, a transplant nephrologist and a nurse coordinator to learn more about the donation process. Most candidates learn whether they're approved to be a living donor within a week.

For Redhead, 42, the decision to be evaluated as a potential donor for Harris, 54, was “the right thing to do” and a manifestation of his long-held values.

“The way I was raised is that you put good out into the world, and it restores a little bit of hope in other people,” Redhead said. “No matter how small or big an impact you could have on someone, the more hope you put out in the world, hopefully, the world catches on.”

ON THE SAME TEAM

In late 2023, following an extensive evaluation, Redhead learned he was a good match for Harris and eligible to donate. For Epps-Harris, who calls Redhead her “angel,” it represented the culmination of years of advocating for her husband as a UMMC Living Donor Transplant Champion. Champions can help speed the process of finding a living donor by sharing their loved one's story and spreading the word about their need for a new organ.

On Feb. 8, 2024, after spending the previous evening playing pool together in Harris' basement, Harris and Redhead shared a fist bump before their respective surgeries. Then, in an operating room, a transplant surgeon, controlling a surgical robot from a console, removed one of Redhead's kidneys using a minimally invasive technique. Harris reflected on Redhead's generosity moments before his surgery.

“I don't know how you thank someone for doing something like that,” Harris said. “I don't think he realizes how much it means to me to have a life back.”

With the kidney in a sterile bag, a physician delivered it to a different operating room, where a second team transplanted it into Harris.

The next day dawned as the first day of the rest of Harris' life. Both patients—old competitors now forever linked by an act of kindness—took a walk down a hospital hallway and relived old pool matches.

LIFE, ENERGIZED

Harris followed up with his nephrologist at weekly clinic visits for the first month after the transplant before transitioning to monthly appointments. Before surgery, his need for frequent dialysis treatments led him to quit his job as a truck driver and sapped his energy. Now, he feels “tremendous” compared with how he felt before receiving a new kidney.

“I have much more energy and much less stress not having to deal with dialysis,” Harris said. “I was restricted to 32 ounces of fluid [per day] prior to the transplant. Now, I can drink as much as I want.”

With no restrictions on how much he can drink, Harris enjoys frequent milkshakes—one of the small joys the kidney transplant made possible.

“I can tell he's just content with his life,” Epps-Harris said of her husband. “It's a good sight to see.”

Looking for an expert who can help you figure out the path forward after a kidney disease diagnosis? Find a nephrologist by visiting umshoregional.org/nephrology or calling UM Shore Medical Group – Nephrology at **410-820-9823**.



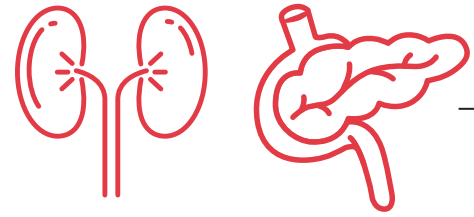
CELEBRATING PRICELESS GIFTS AND SELFLESS GIVERS

Donating an organ is an extraordinary act of generosity worth celebrating. Across University of Maryland Medical System, hospitals support and recognize organ donors in a variety of ways, including:

- Connecting potential organ donors and their families with Infinite Legacy—an organ procurement organization serving the DMV area—to assess organ systems for donation potential
- Holding flag-raising ceremonies and educational programs—often in partnership with Infinite Legacy—for National Donate Life Month each April
- Honoring organ donors with special visual displays
- Hosting honor walks for organ donors and their families on the day of organ procurement
- Procuring donor organs

Thank you to the organ donors who give hope and new life to recipients and to the clinicians and staff who help make the process possible.

Do you have a loved one in need of a kidney or liver transplant? Raise awareness of their story and help them find a living donor by becoming a University of Maryland Medical Center Living Donor Transplant Champion. For more information, visit umm.edu/LDChampion.



Transplant Evaluations in Queenstown

TWICE-MONTHLY CLINICS AT UM SHORE MEDICAL PAVILION AT QUEENSTOWN MAKE IT MORE CONVENIENT FOR SHORE PATIENTS TO GET EVALUATED FOR KIDNEY AND PANCREAS TRANSPLANT.

UNIVERSITY OF MARYLAND Medical System's Program in Transplantation brings its expertise to Eastern Shore residents through a clinic open to patients by appointment only on the second and fourth Tuesdays of each month. As patients begin their evaluation for transplant, nurse coordinators provide education about what to expect during the transplant process, schedule all appointments and serve as a consistent point of contact. Patients meet with a transplant nephrologist and a transplant surgeon to learn about options, assess their candidacy and complete their pre-transplant evaluation. They also meet with members of the transplant team who will answer questions and monitor changes in health status over time.

Experts from various specialties work closely with patients, their family members and their primary care physicians. Depending on the patient's insurance coverage, other pre-transplant testing may be offered locally or in Baltimore. Eastern Shore patients who have had kidney and/or pancreas transplant and need a transplant nephrology consultation may be seen at the clinic as well.

The clinic is held in Suite 210, UM Shore Medical Pavilion at Queenstown at 125 Shoreway Drive in Queenstown, Maryland. Call **410-328-5408** to schedule an appointment.

Help Give the

GIFT OF LIFE

WHEN SOMEONE YOU CARE ABOUT NEEDS A KIDNEY OR LIVER TRANSPLANT, YOU WANT TO DO EVERYTHING YOU CAN TO HELP.



WHAT IS A LIVING DONOR CHAMPION?

Someone who supports another person who is seeking a living kidney or liver donor and who acts as a spokesperson on the organ recipient's behalf

WHAT DOES A LIVING DONOR CHAMPION DO?

Helps find a donor by sharing the recipient's story as widely as possible and asking people to be evaluated as a possible living donor

Provides emotional support and encouragement to the recipient and motivates him or her to stay hopeful and focus on healthy habits

WHO CAN BE A LIVING DONOR CHAMPION?

Anyone in the recipient's life, such as a family member, friend or coworker

WHAT ARE THE BENEFITS OF BEING A LIVING DONOR CHAMPION?

A living donor champion gets the word out, which increases the chance of the recipient finding a living donor quickly

By helping to find a living donor, the champion allows the recipient to focus on his or her health

To learn more about becoming a living donor champion, visit umm.edu/LDChampion and download University of Maryland Medical Center's Living Donor Transplant Champion Guide.

SPOTLIGHT ON QUEENSTOWN

FIND EMERGENCY MEDICAL CARE CLOSE TO HOME.

LOCATED AT 125 Shoreway Drive in Queenstown, UM Shore Emergency Center at Queenstown is a state-of-the-art, 16,000 square-foot emergency care facility that includes 13 treatment rooms (14 beds), an ambulance bay and a helipad. Opened in 2011, the center has served as a model for the development of other similar emergency care facilities in Maryland and beyond.

Led by Eric Maniago, MD, the Queenstown emergency care team includes physicians, physician assistants, nurse practitioners and nurses who are specially trained in advanced cardiac life support, pediatric advanced life support, neonatal resuscitation and nonviolent crisis intervention.

“Our Queenstown emergency team has earned an outstanding reputation for quality care,” said Dr. Maniago, the center’s medical director. “We recently won the 2024 Press Ganey Guardian of Excellence Award for our achievement of reaching the 95th percentile for positive patient experience, employee or physician engagement, or clinical quality performance.”

Telemedicine capabilities enable providers to consult with specialists at UM Shore Medical Centers at Easton and Chestertown, University of Maryland Medical Center in Baltimore, and other hospitals in the Mid-Atlantic region.

The center’s busiest time of year is the winter months when colds, flu and respiratory viruses are prevalent, but other typical complaints are orthopedic injuries, abdominal pain and chest pain.

“We see an average of 45 to 50 patients a day—over 17,000 last year,” said Lisa Lisle, MSN, CEN, the center’s nurse manager. “Most of our patients are local, but we also have many driving here from Anne Arundel County and from various Shore counties.”

While the majority of patients are treated and released, patients who need inpatient care—more than 800 annually—are transferred via ambulance or helicopter for admission to hospitals in Maryland and elsewhere, depending on the needs of the patient.

In addition to providing emergency care around the clock, 365 days year, Queenstown emergency care team members are happy to support community events like the Bay Bridge Run held annually in November.

“We’re there to take care of anyone experiencing an injury or other adverse medical event,” Lisle said. “It’s a great chance to connect with the community.”

Adjacent to the emergency center is UM Shore Medical Pavilion at Queenstown, which offers a wide array of outpatient care services (see page 15 for details).

Eric Maniago, MD, medical director, and Lisa Lisle, nurse manager, lead the care teams at UM Shore Emergency Center at Queenstown.





University of Maryland Shore Medical Pavilion at Queenstown

is home to a wide range of medical specialists, providing our patients in Queen Anne's County and its surrounding communities with accessible care, close to home.

First Floor

Diagnostic and Imaging Services

Suite 130 • For imaging appointments, call: 443-225-7474 • 3D Digital Mammography, Bone Density, Ultrasound, MRI, PET and X-ray. • Walk-in Laboratory and X-ray Services available.

Second Floor

Multispecialty Suite

Suite 210 • (see practice listings at right)

Regional Sleep Disorders Center

Suite 230 • 410-822-1000, ext. 5338

Outpatient Rehabilitation

Suite 280 • 410-827-3818
Physical, Occupational, and Speech & Language Therapy

Third Floor

Cardiovascular Diagnostics Center

Suite 310 • 410-822-1000, ext. 5805, 12-Lead ECG, 3 - 14 day event monitoring, Cardiac Stress Testing, Cardiac Ultrasound

UM SMG - Cardiology

Suite 310 • 410-822-5571

UM SMG -Primary Care

Suite 330 • 667-343-7560

Multispecialty Care, Suite 210

- **UMMS Cardiac Surgical**
410-328-5842
- **UMMS Cardiology (Adult)**
410-328-7877
- **UMMS Cardiology (Pediatric)**
410-328-4348
- **UM SRH Diabetes & Endocrinology**
410-822-1000, ext. 5757
- **UMMS Kidney and Pancreas Pre-Transplant Clinic**
410-328-5408
- **UM SMG - Nephrology**
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- **UM SMG - Pulmonary Care**
410-822-0110
- **UM SMG - Urology**
410-820-0560
- **UMMS - Vascular Surgery**
410-553-8300
- **UM SMG - Women's Health**
410-820-4888
- **UMMC Center for Weight Management & Wellness, Bariatric Surgery**
410-328-8940

125 Shoreway Drive, Queenstown, MD

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