## 2016 COMMUNITY REPORT

# Where Care Meets Commitment



## **Our Mission**

# Holy Cross Health Connects Care With Commitment

"We, Holy Cross Health and Trinity Health, serve together in the spirit of the Gospel as a compassionate and transforming healing presence within our communities. We carry out this mission in our communities through our commitment to be the most trusted provider of health care services."

- HOLY CROSS HEALTH MISSION

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commitment to making high-quality health care accessible across our community has always been at the core of Holy Cross Health. This defining value has been with us since our beginning and continues to shape our growth. Today, Holy Cross Health is commited to programs, services and sites that deliver quality care, especially to those who are most vulnerable, due to age, language, culture or finances. Thanks to innovation and solid management, care essential for a healthy, productive life is within reach for more people.







#### FROM PRESIDENT AND CEO

# Norvell V. Coots, MD

#### January 2017

Since joining Holy Cross Health in August 2016 I have devoted some thinking to what "community benefit" fully means. "Community benefit," I believe, represents and quantifies one of the most distinctive ways Holy Cross Health provides value to the community. As a Catholic, not-for-profit system, Holy Cross actively embraces all of our community's residents, explores their health and wellness needs, and applies both innovation and compassion to help all, including our most vulnerable community members.

Our mission-powered commitment is a prime reason I chose to join Holy Cross Health as president and CEO. I now have the privilege of sharing that in fiscal 2016, Holy Cross Health provided \$59 million in community benefit, including \$36 million in free or reduced-cost services to those facing financial barriers to care. Additionally, generous supporters contributed more than \$20 million to our Capital Campaign, which helps fund our new and renovated hospitals in order to improve access to care.

In the pages that follow, you'll read about the impact that our commitment has had on individual lives, including the youngest, oldest and most financially challenged in our community. These examples illustrate on a personal level the extent to which our mission translates into action. You'll also find further statistical detail of our year's community benefit activity.

Holy Cross Health now encompasses two connected, advanced-care hospitals; four strategically located health centers; two primary health care sites; specialized care centers; more than 50 different types of health and wellness classes; and dozens of faith community nursing programs. Our growth is the product of decades of visionary leadership and effective stewardship of Holy Cross Health's resources. Because of this growth, we are now able to bring high-quality health care to more members of our community.

We continue to be inspired by the commitment of the Sisters of the Holy Cross who founded Holy Cross more than 50 years ago. Holy Cross Health's people and partners transform lives and possibilities daily by focusing first on the needs of those we serve. I look forward to the years ahead, as our thriving, integrated Holy Cross Health system continues to epitomize the meeting of care and commitment.

MUV. Co

Norvell V. Coots, MD President and Chief Executive Officer Holy Cross Health



Our thanks to the extraordinary physicians, employees, volunteers, partners and donors whose dedicated support has brought Holy Cross Health to this moment ... and makes our continuing success possible.

## 2016 at a Glance

#### **A Commitment Everyone** \$515 MILLION **Can Count On RAISED THROUGH CAPITAL** Manage REVENUE CAMPAIGN quality, cost and revenue oly Cross Health is guided by effectively our faith-based mission and our focus on anticipating and proactively meeting the diverse health care needs of the communities we serve. We will continue our legacy of success by providing the highest 4,200 quality of care to our patients, delivering the greatest benefit to our community, performing well fiscally, Attract more EMPLOYEES **HOLY CROSS HEALTH** LICENSED HOSPITAL BEDS and engaging and retaining an HOSPITAL AND SPECIALIZED people, exceptional workforce. **CARE SITES** serve This vision is manifested in everyone Holy Cross Health's three strategic principles. 108,213\* 212,630\* 35,7 Improve individual and community OUTPATIENT VISITS EMERGENCY VISIT INPATIENT DISCHARGES TOTAL PATIENTS (excludes healthy newborns) (includes emergency (excludes healthy newborns) health through visits) innovation, alignment and partnership



## Stories of Care + Commitment

# High-Quality Care for Moms and Babies in Need

na Sofia grins a hello, her eyes beaming above healthy plump cheeks. The four-month-old is thriving, the happy outcome of months of prenatal care provided to her mother Rosa Pineda at the OB/GYN clinic at Holy Cross Germantown Hospital. The clinic, as well as the OB/GYN clinic at Holy Cross Hospital in Silver Spring, helps uninsured women such as Rosa increase the chances of a healthy newborn, regardless of the mother's ability to pay. The clinic's high-quality maternity services include prenatal care, the baby's delivery and follow-up care.

#### A COMMITMENT TO ROSA AND HER BABY

"As soon as I learned I could get free prenatal care from a Holy Cross OB/GYN Clinic, I signed up."

- ROSA PINEDA

(SHOWN HERE WITH HER DAUGHTER ANA SOFIA)

"As soon as I learned I could get free prenatal care from a Holy Cross OB/GYN clinic, I signed up," Rosa said. "I knew it was important for the baby's development and for my own health." Months before her due date, the OB/GYN clinic at Holy Cross Germantown Hospital got Rosa started on prenatal vitamins and improved her nutrition. "They encouraged me to eat more fruits, vegetables and fish, and they monitored my baby's growth. I am very grateful for their care."

Rosa, who speaks Spanish, particularly appreciated the ease of communications with the bilingual staff. "I always knew that whenever I had questions, I could call and get answers." When the time for the baby's birth arrived, Rosa felt confident. "I received excellent medical attention. I knew that with the help of God and the excellent care I was receiving, everything would be okay."

And it was. Ana Sofia arrived in June 2016, a healthy 7.7 pounds. Yet this was only the beginning of Holy Cross Health's commitment to mother and newborn. Holy Cross Health's extensive support for women includes prenatal and infant-care classes in English and Spanish, and regular follow-up examinations. Ana herself soon received a home visit by a Holy Cross Health nurse who stopped by to confirm the baby's weight gain, and within days of her birth, Ana began regular pediatric visits at the Holy Cross Health Center in Germantown. Ana's older brothers and sisters also receive care at the same health center. Today, Holy Cross Health's services for those in need benefit the entire family — which makes everyone, not only Ana, smile.

## Leading ` the Way >

Holy Cross Health is the leading provider of prenatal, obstetric and gynecologic services for uninsured women in Montgomery County who may not otherwise have access to high-guality care.

#### Holy Cross Health's OB/GYN Clinics

Holy Cross Health is the leading provider of prenatal, obstetric and gynecologic services for uninsured women in Montgomery County, where 17 percent of women between the ages of 18 and 44 are uninsured. Since 2000, our two OB/GYN clinics, at Holy Cross Hospital and Holy Cross Germantown Hospital, have served more than 22,000 uninsured women.

#### **Maternity Partnership Program**

Holy Cross Health's two OB/GYN clinics care for women in need as part of the Maternity Partnership program, a collaboration with the Montgomery County Department of Health and Human Services. Through the program, women without health insurance are able to receive prenatal care, obtain routine laboratory tests related to their pregnancy, and participate in prenatal classes.

#### **Health Center Care for Children**

The Holy Cross Health Center in Germantown expands our commitment to serving uninsured and Medicaidinsured area residents. Our newest health center, it provides pediatric and family services as well as care for adults. Newborns, particularly those delivered at either of our hospitals, can seamlessly begin their care within days of leaving the hospital. The health center staff is bilingual in English and Spanish, and interpreters are available for other languages.







# A HISTORY OF CARING for All Mothers and Babies

## 1963

Holy Cross Hospital opens and commits to providing prenatal, obstetric and gynecologic care to all women regardless of their ability to pay

## 1983

In its first two decades, Holy Cross Hospital welcomes more than 66,000 babies into the world

## 1999

Participation in Montgomery County's Maternity Partnership program dramatically grows our commitment to OB/GYN care and to providing every uninsured woman in the county with high-quality prenatal care

## 2014

Holy Cross Germantown Hospital opens and along with it a second OB/GYN clinic to serve women who face financial barriers to care

## 2015

The Holy Cross Health Center in Germantown opens as our first health center to offer pediatric care in addition to adult services

## Stories of Care + Commitment

# Fitness for Seniors at Nearby Locations

#### A COMMITMENT TO SAM

"I like that Holy Cross cares for people in the community outside of its hospitals."

— SAM MIRANDA

(SHOWN HERE AND WITH HIS WIFE MARY SUE ON PAGE 9) Sam was already familiar with Holy Cross Health. He had previously been treated at Holy Cross Hospital twice and was pleased with his care. Once he got started with Senior Fit, Sam, a 68-yearold retired nuclear engineer, never felt out of place. "It took me only one week to get used to it. There are people older, younger, some in better shape than others. Each person has his or her own reason for going."

t was Sam Miranda's wife Mary Sue who got him started with Senior Fit, a free 45-minute exercise program at the Margaret Schweinhaut Senior Center, just over a mile from their home. Mary Sue prodded Sam to become more active and spend less time at the computer. Since then, their free, three-times-a-week Senior Fit class has anchored their calendar, an activity that they

In fact, creating easy access to fitness for seniors with all varieties of fitness needs and challenges is what Senior Fit is all about. Sam's Senior Fit class is taught by a professional fitness instructor, who keeps the three 15-minute segments of warm-ups, aerobics/strength and stretches fresh by regularly introducing new exercises.

With each week, Sam and Mary Sue are confident they're growing ... healthier.

#### **Right in the Neighborhood**

schedule around and enjoy together.

Cost-effectively improving the strength, balance, agility and cardiovascular fitness of adults age 55 and older across an aging population is a challenge. Holy Cross Health meets this challenge by partnering with area health, recreation, retirement and faith organizations to deliver Senior Fit classes at geographically accessible locations in Montgomery and Prince George's counties. In 2016, 24 community-based sites hosted 69 ongoing classes, serving an average of 1,213 participants weekly, totaling 122,495 encounters for the year helping to empower people that may not otherwise take action in their fitness.



Senior Fit offers free and convenient exercise classes throughout our region to help prevent or alleviate many of the most pervasive health issues affecting older adults.

#### **Good for Our Region**

A fiscal 2015 fitness test showed that 87 percent of Senior Fit participants scored above standard on upper and lower body strength, speed and agility, and upper body flexibility. In qualitative self-reporting, 85 percent reported a decrease in pain, 97 percent reported improved balance, and 99 percent reported improved flexibility.

#### **Also for Seniors**

Holy Cross Senior Source offers a range of programs for mind as well as body fitness, including falls prevention classes. These classes target factors contributing to falls, which account for 65.3 percent of deaths from accidents in Montgomery County, over half of these in residents ages 85 and over.

Holy Cross Health's Community Health department provides health screenings, vaccinations, seminars, lectures, chronic disease prevention and management, wellness and education, and support groups for seniors.

#### **Partners in Fitness**

Holy Cross Health's Senior Fit partners are the National Lutheran Communities and Services, Kaiser Permanente of the Mid-Atlantic States, the Montgomery County Department of Recreation, the Maryland National Capital Parks and Planning Commission, Asbury Methodist Village, and local churches. The Housing Opportunities Commission of Montgomery County, the Maryland Department of Aging, and the Montgomery County Department of Health and Human Services are our partners in Holy Cross Senior Source.







#### A HISTORY OF FITNESS for Seniors

## 1985

Holy Cross begins offering wellness classes to area residents

## 1995

Senior Fit exercise class is formed to help older adults improve their health

### 1997

Holy Cross Senior Source opens as a health education and wellness center for older adults

## 2003

The National Council on Aging identifies Senior Fit as one of the top 10 physical activity programs for older adults in the country

## 2004

The National Council on Aging selects Senior Fit as one of three programs for an impact study on exercise effectiveness in older adults

## 2015

Senior Fit celebrates its 20th anniversary, and is recognized as the region's largest organized physical activity program for seniors 55 and older

## Stories of Care + Commitment

# **Accessible Primary Care for All in Our Community**

A te Burger's blood pressure might have been dangerously high for decades. Yet because he had been receiving only limited primary care, the threat went undetected—until October 2016, when drooping face muscles brought Nate to the emergency department at Holy Cross Hospital. Nate was diagnosed with mini-strokes called transient ischemic attacks, or TIAs.

#### A COMMITMENT TO NATE

"The care Chip has received at the Holy Cross Health Center in Aspen Hill has been crucial. I can't imagine what his life would be like without it. There would be no improvement. We would just be sitting on the porch."

#### — MARY BURGER

(MOTHER OF NATE BURGER, WHOM SHE CALLS CHIP. NATE IS SHOWN HERE AND WITH HIS MOTHER ON PAGE 11) Soon after, Nate began receiving "secondary preventive care" at the Holy Cross Health Center in Aspen Hill, which provides affordably priced health care services to those who face financial barriers to accessing care. Prescribed to prevent or make any future incidents less harmful, Nate's treatments were at work when he experienced a stroke in April 2016 and another five months later. Erik Rivera, MD, who has treated Nate throughout, says that, "Because of the medication Nate had been receiving, the strokes involved less area of the brain than they might have. They were less severe."

Nate's mother, Mary Burger, has seen her older son (whom she calls "Chip" as in "chip off the old block") through it all. "If not for Holy Cross' care, and referrals to specialists and therapists, we would have been lost," she says. "We were afraid and knowing that Holy Cross would provide this care made the difference. Relief is putting it mildly."

With both his speech and mobility impaired, Nate has received at-home speech therapy, physical therapy, occupational therapy and nursing care, all through Holy Cross and covered by his Maryland Physicians Care insurance. Their support, Dr. Rivera's care and Nate's hard work have paid off. "Nate has made outstanding progress," says Dr. Rivera, who continues to see Nate regularly. "Before, he would just stare and be unable to respond. Now, he is able to clearly understand both the written and spoken word, and can speak several words."

Mary, too, has seen the progress. "We feel fortunate. Chip can eat more regular foods, talks to the therapists and we can travel now, about once a week," she says. "His improvement is a big deal."

## Improving Health

Holy Cross Health cares for those in our community who may not otherwise have access to the high-quality, cost-effective care they need.

#### **Four Health Centers**

Holy Cross Health is the only health system in Montgomery County operating its own health centers for providing affordably priced health care to those in financial need. The four primary care health centers serve community members who are uninsured or are enrolled in Maryland Medicaid or the Maryland Children's Health Program (MCHP). The health centers provide primary care, screenings, chronic disease management, behavioral health, preventive care, health education and follow-up care for emergency department and inpatient visits. Our diverse staff includes individuals who can communicate in English, Spanish and French, and interpretation services are available for other languages. In fiscal 2016, the health centers logged 37,128 patient visits and served 10,000 individuals.

#### **Maryland Physicians Care**

Maryland Physicians Care is another way that Holy Cross Health helps those area residents in financial need. Founded in 1996, Maryland Physicians Care is a Maryland Medicaid managed care organization jointly owned by Holy Cross Health and three other health systems. It is among the largest Medicaid managed health care organizations in Maryland, currently administering health care services for approximately 200,000 enrollees, helping qualifying Maryland Medicaid members make good decisions about their health and receive quality health care services through its network of providers.







#### A HISTORY OF CARING for the Vulnerable

## 1963

Holy Cross Hospital opens with a commitment by its founders, the Sisters of the Holy Cross, to provide health care access to all regardless of ability to pay

## 2004

Holy Cross Health Center in Silver Spring becomes Montgomery County's first hospital-sponsored health center for uninsured adults in Montgomery County

## 2009

A second Holy Cross Health Center opens in Gaithersburg, an area of need

2012

A third Holy Cross Health Center opens in Aspen Hill, another area of need

## 2015

Holy Cross Health Center in Germantown opens, becoming Holy Cross Health's fourth health center and the first to offer pediatric as well as adult care

## **Recognition and Partnership**

## When Care Meets Commitment, Recognition and Community Engagement Grow

When visionary individuals and groups, both within Holy Cross Health and throughout our community, work together to innovate for high-quality and safe health care services, we can improve the lives of individuals and transform communities. In 2016, these collaborative efforts have resulted in numerous achievements and partnership activities.

#### **Achievements**

- Holy Cross Health receives the *Workplace Excellence Seal of Approval Award* from the Alliance for Workplace Excellence, the 17th consecutive year
- Holy Cross Health establishes the Holy Cross Hospital Quality Council and the Holy Cross Germantown Hospital Quality Council for community member input on quality and safety matters
- Holy Cross Hospital earns the American Heart Association/American Stroke Association's Stroke Gold Plus Quality Achievement Award with Target: Stroke Honor Roll for the Get With The Guidelines<sup>®</sup> Stroke program

- Holy Cross Germantown Hospital receives the American Association of Community Colleges' prestigious award of excellence, Outstanding College/Corporate Partnership, for its partnership with Montgomery College
- Holy Cross Hospital achieves the *Blue Distinction Center+ Certification* for hip replacement, knee replacement and spine surgery
- Holy Cross Hospital is a teaching hospital and hosts medical and surgical physician residents and students in the fields of medicine, physician assistant, nursing and other health care professions
- Holy Cross Health increases its minimum wage to \$15 per hour to reflect the dignity of work and cost of living in the community



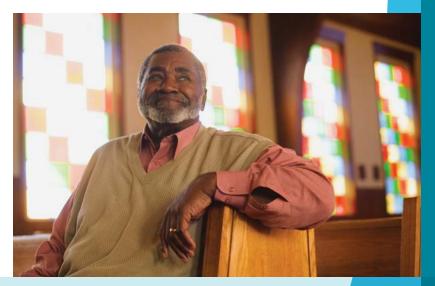




#### **Partnership Highlights**

- A collaboration of all Montgomery County hospitals, the Nexus Montgomery Regional Partnership, receives \$7.6 million to invest in reducing avoidable hospital utilization and promoting health among seniors, the medically frail, those with severe behavioral health conditions, and those without eligibility for health insurance
- The Holy Cross Health Network, in partnership with the Institute for Public Health Innovation and Healthy Montgomery, receives a Transforming Communities Initiative grant from Trinity Health for up to \$2.5 million over five years to address obesity and tobacco cessation
- Holy Cross Health's Faith Community Nurse Program increases its partnerships to include 65 religious communities in the region to support faith community nurses and health ministry teams in educating, empowering and equipping members of their communities in the pursuit of health, healing and wholeness
- Expanding on our long-standing, multidimensional partnership, Holy Cross Health and Montgomery College re-commit to our relationship to focus on mutual priorities, students and the community

- Holy Cross Health provides financial support and leadership to Montgomery County's community health improvement process, Healthy Montgomery, which is an ongoing multifaceted effort to achieve optimal health and well-being for all Montgomery County residents
- The Kevin J. Sexton Fund to Increase Access and Improve Community Health, established this year, enhances services to vulnerable persons and improves their health. Donated funds, including a \$1 million gift from Kaiser Permanante in 2016, provide direct financial support to patients at Holy Cross Health's four health centers for primary care, two centers for obstetrics and gynecology care, and community programs



#### Holy Cross Health Board of Directors

Holy Cross Health and our entire community are fortunate to have the leadership of exceptional volunteers who generously apply their experience, abilities and heartfelt values to help every corner of our health system be *the* place where care meets commitment.

Hercules Pinkney, EdD, Chair Sister Ruth M. Nickerson, CSC, Vice Chair Lynne Diggs, MD, Secretary Paul T. Kaplun, Esq, Treasurer Norvell V. Coots, MD, President and CEO, Holy Cross Health

Edward H. Bersoff, PhD Craig Dickman, MD Sharon Friedman William T. LaFond Carmen Larsen Marilyn Moon, PhD Sister Kathleen Reilly, CSC Marcus B. Shipley, Trinity Health

## Locations

# This is Where Care Meets Commitment

oly Cross Health is a health care system of connected hospitals, health centers, primary care sites, education and wellness centers, innovative community health programs, and specialized care sites and services that work together to provide much needed, high-quality health care to our entire community.



Holy Cross Germantown Hospital

#### **MONTGOMERY COUNTY**

**Holy Cross Hospital** 



270

WASHINGTON, D.C.

VIRGINIA

#### **Leading Area Hospitals**

Holy Cross Hospital is one of the largest hospitals in Maryland
Holy Cross Germantown Hospital, opened in 2014, brings much-needed, high-quality health services to the fastest-growing region in Montgomery County

#### **Holy Cross Health Network**

95

**PRINCE GEORGE'S** 

COUNTY

495

The Holy Cross Health Network builds and manages relationships with physicians, insurers and other health care organizations; offers the public a wide range of health and wellness programs; and oversees the Holy Cross Health community benefit program. It operates:

#### **Health Centers for Low-Income Individuals**

- 3 Holy Cross Health Center in Aspen Hill
- 4 Holy Cross Health Center in Gaithersburg
- **3 Holy Cross Health Center** in Silver Spring
- 6 Holy Cross Health Center in Germantown

#### **Primary Care Sites**

- **7** Holy Cross Health Partners in Kensington
- 8 Holy Cross Health Partners at Asbury Methodist Village, Gaithersburg

#### **Education and Wellness Centers**

Holy Cross Resource Center, Silver Spring
Holy Cross Senior Source, Silver Spring

#### **Community Health Programs**

More than 50 low-cost or free fitness, support group and self-care management programs offered at more than 140 locations.

#### **Faith Community Nurse Programs**

Providing assistance to programs based in more than 65 area religious communities.

#### **Sites and Services**

- **11** Holy Cross Home Care and Hospice (Trinity Home Health Services)
- 12 Holy Cross Radiation Treatment Center, Silver Spring
- **13** Sanctuary at Holy Cross (*Trinity Health Senior Communities*), Burtonsville
- 44 Holy Cross Dialysis Center at Woodmore, Mitchellville
- 15 The Blue Door Pharmacy, in Partnerhsip with Holy Cross Health

For the addresses of these Holy Cross Health facilities, please visit HolyCrossHealth.org.

## Holy Cross Health Foundation

# **A Commitment, Shared**

he Holy Cross Health Foundation is a 501(c) (3) not-for-profit organization devoted to raising philanthropic funds to support the mission of Holy Cross Health and improve the health of our communities.

#### Holy Cross Health Foundation Board of Directors

The Holy Cross Health Foundation is governed by the following committed leaders:

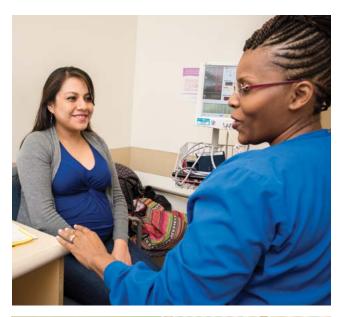
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Rawle Andrews, Jr. Daniel S. Flores Sheela Modin, MD Vandana Narang Corrine Parver Vandana Trehan Stephen Niven When Holy Cross Health's caring spirit is shared by many, we can together provide the quality health care that everyone in our community deserves.

#### The Impact of Donors

From 2012 to 2016, generous donors helped expand access to health care services dramatically throughout the region by contributing \$20 million to the Capital Campaign. By supporting the development of Holy Cross Germantown Hospital, the historic expansion of Holy Cross Hospital, and the opening of a fourth Holy Cross Health Center in Germantown, our supporters helped ensure that the health care needs of the community can be met both now and in the future.

Philanthropic contributions to Holy Cross Health also improve the health of individuals and the community in other critical ways that will continue to be of great need and importance, including educating nursing staff, purchasing new medical equipment, and caring for the most vulnerable among us through care centers and programs like those featured in this report. By delivering health care to those who otherwise could not access it, we are together helping to prevent severe conditions from developing or worsening, and compassionately leading the way to a more vibrant community overall.





#### Giving Society Members

The Giving Societies program recognizes and honors the commitment and lifetime cumulative philanthropy of generous supporters who make the gift of quality health care through Holy Cross Health. All donors, no matter when they have given, are society members for life. In this Community Report, we honor our dedicated donors who have continued their support to Holy Cross Health from July 1, 2015, through September 15, 2016.

#### 1963 Benefactors Society (\$1,000,000+)

Friends of Holy Cross Health—Auxiliary of Holy Cross Hospital Kaiser Permanente of the Mid-Atlantic States Susan G. Komen for the Cure Foundation The Whiting-Turner Contracting Company

#### New Innovations Society (\$100,000-\$999,999)

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## Caregiving Society (\$10,000-\$99,999)

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#### Marye and Ernest's Spirit of Giving

In addition to the great care my husband and I have received at Holy Cross Hospital over the years, we think it is important to support the many improvements to the hospital. This is why we give to the Holy Cross Health Foundation.

– ERNEST HARLEY AND MARYE WELLS-HARLEY OF SILVER SPRING The Facchina Group of Companies, LLC Falcon Express, Inc. Kristin and Richard Feliciano Fitzgerald Auto Malls Daniel and Anna Flores Peter C. Forster Wendy Friar, RN and Jamie Friar Richard Gilfillan, MD and Carmen Caneda Anne and Mike Gillis Mary E. Gomez, RN Scott and Denise Graham Graphcom Inc. Celia Guarino, RN and Joan Kelly Carla M. Halik, RN Theodore M. Hannah Lauren and Ed Hild Clifford Hinkes. MD and Hope Hinkes Holy Cross Germantown Hospital Medical Staff Intensive Care Associates LLC Paul and Carol Kaplun Patricia K. Keating, RN Julie and Bronson Keese Jessica and Rory Kelly The Honorable Rona E. Kramer Robert Lechleider, MD and Lisa Heinzerling Lerch, Early & Brewer, Chartered Zachary T. Levine, MD, FAANS Arnold G. Levv, MD Linowes and Blocher LLP

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#### Healing Hands Society (\$1,000-\$9,999)

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Dr. Narang's Spirit of Giving I give to the Holy Cross Health Foundation because it is another way I can help to make an impact on other important programs and services beyond my field of radiology.

 ANIL NARANG, DO, DIAGNOSTIC MEDICAL IMAGING PA

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