

Developing a Point of Care Access Tool with Community Resource Information for use at Malden Family Medicine Clinic

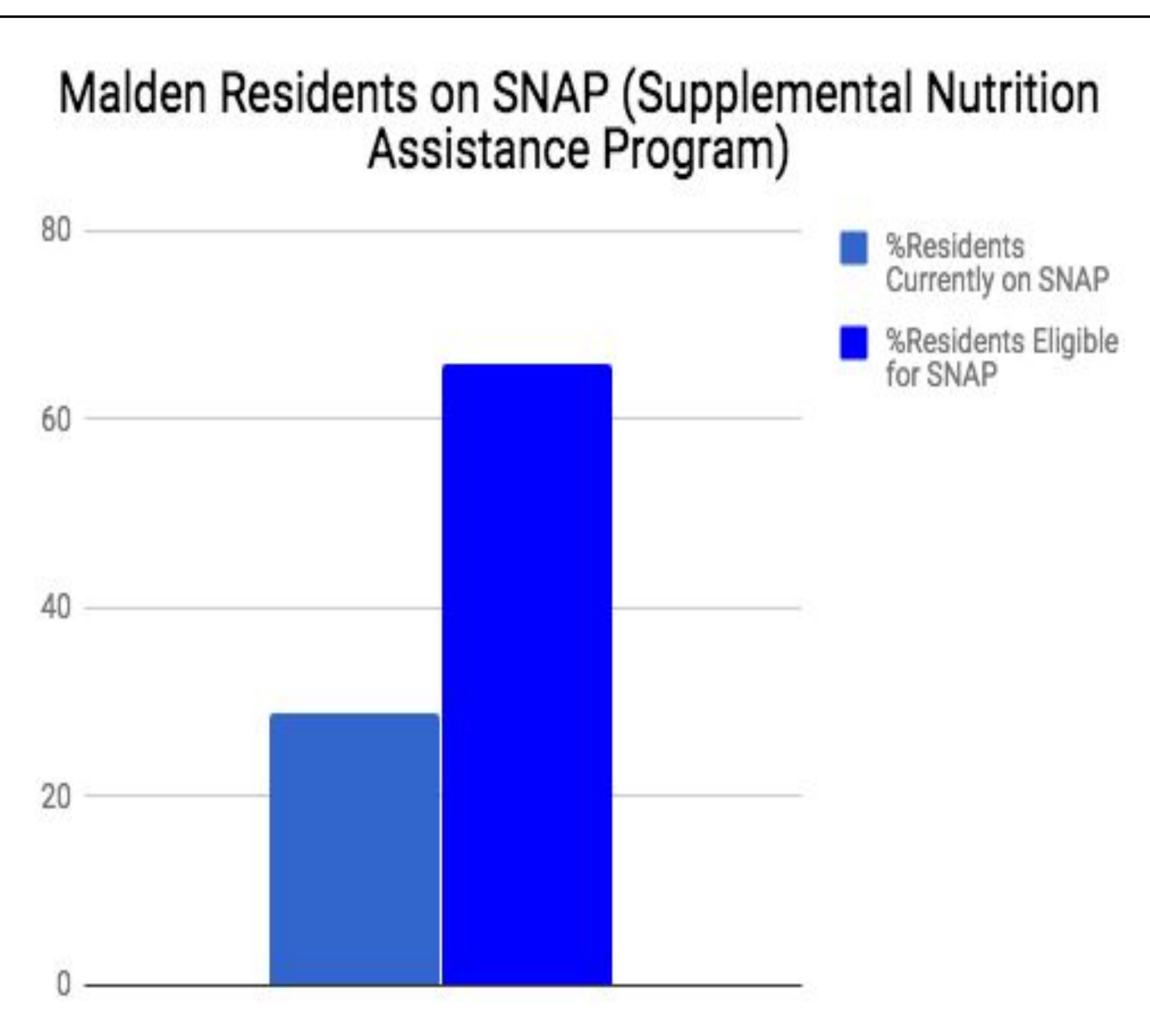
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ABSTRACT

Malden Family Medicine Center (MFMC) serves the residents of the Malden and surrounding communities. There is a need to create a systematic way to connect patients to community resource information. In a desire to best serve our patients, the development of an online self-service Community Resource Library that offers point of care access to local resources was started.

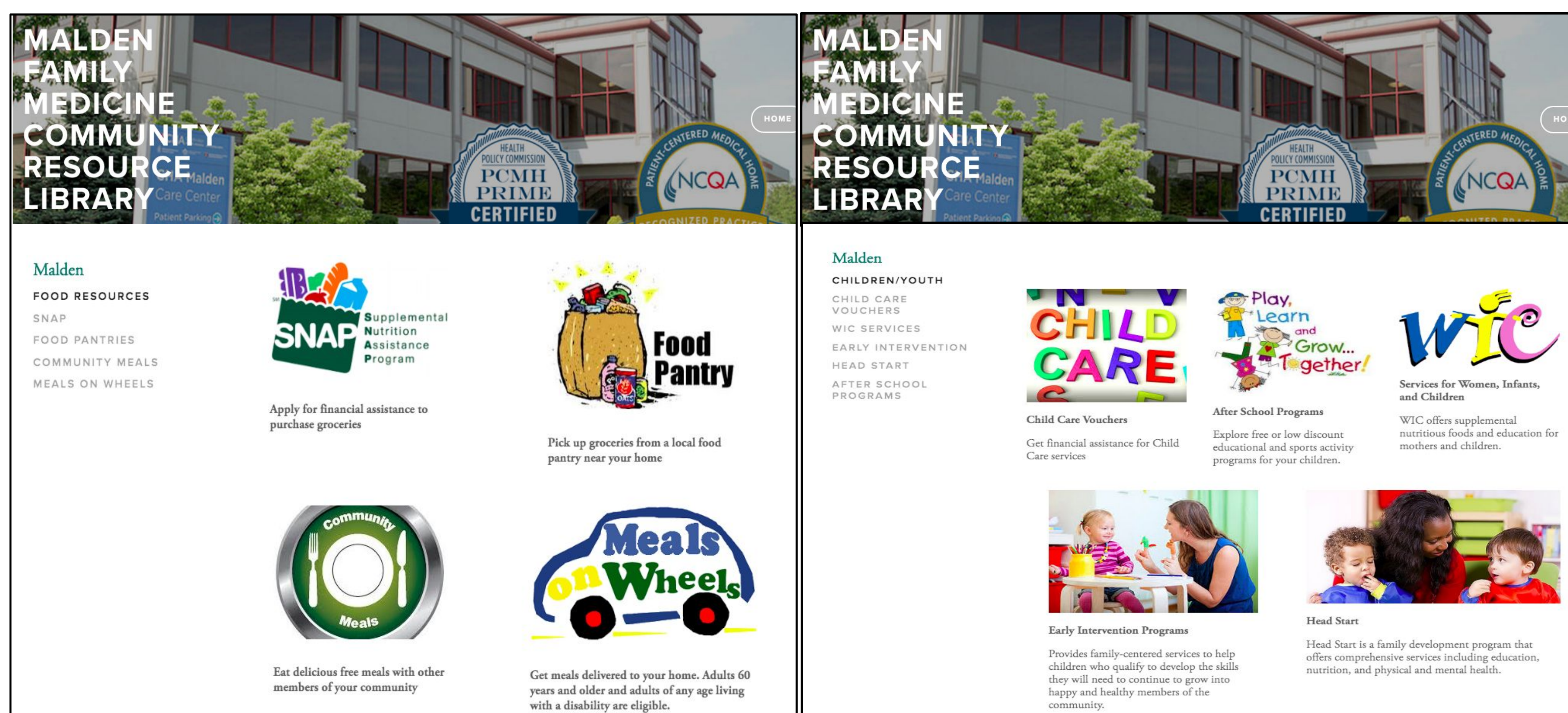
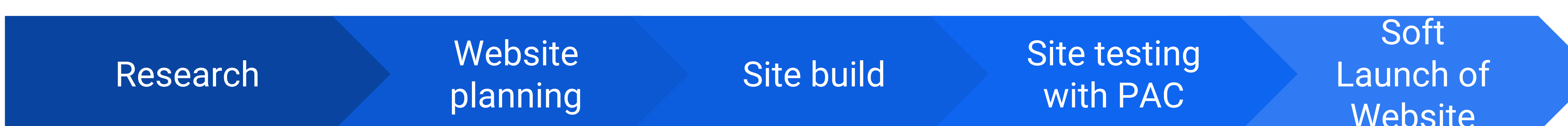
BACKGROUND

Social and environmental factors have a significant impact on health issues and addressing these factors is important for achieving greater health equity. According to the 2015 Well-Being of Malden report, programs within the Malden community that address social determinants of health are greatly underutilized. For example, only 45% of eligible Malden residents have received benefits from the Supplemental Nutrition Assistance Program while 30% of residents spend half of their income on housing alone.



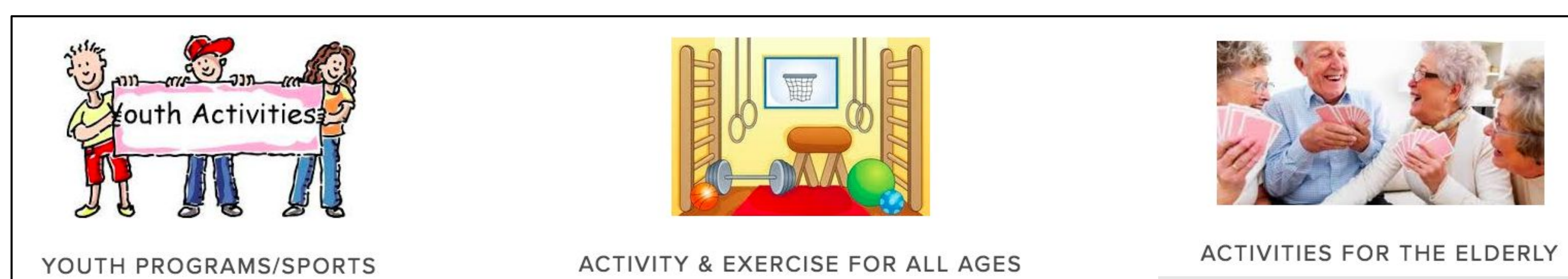
RESOURCE DEVELOPMENT PROCESS

To create the Community Resource Library the team worked closely with several key stakeholders including the Malden Leadership Team, the Community Health Improvement Department, the Patient Resource Coordinator at MFMC, and the Malden Patient Advisory Council (PAC). The Community Health Improvement Department and the Patient Resource Coordinator helped identify and guide the team towards valuable resources for patients. PAC provided feedback regarding what types of resources would best serve the Malden patient population. The Malden Leadership Team guided logistical considerations for the project. With this guidance the team created an online website that would serve as a collection of various local resources with a plan to create a physical space in the Malden Clinic where patient's could access the online material. The website was created using a free web design page SquareSpace.



Screenshot of Food and Grocery Resources Main Page

Screenshot of Children and Youth Resources Main Page



Screenshot of Activity and Exercise Resources Main Page

NEXT STEPS

The team is working closely with the Malden Leadership Team and Practice Improvement Team to design a space in the Pediatric Waiting Area of MFMC for the Community Resource Library. The website will be accessed on iPads and trained volunteers will provide patients with the information they need to start community program enrollment or the application process.

Future Website Topics to build out:

- Legal aid
- Job search assistance/ career centers
- Insurance
- Language learning/ immigrant learning center and international institute of Boston
- Domestic violence and BARCC

CONCLUSION

The success of the Community Resource Library will be measured by monitoring the volume of patients utilizing the Community Resource Library space and eliciting patient feedback to assess the value of website content.

It is hoped that this intervention is proven to be a successful way to improve patient access and increase participation in community resource programs. Providing point of care access to community resource information is the future of Primary Care and there should be more research dedicated to this area.