



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

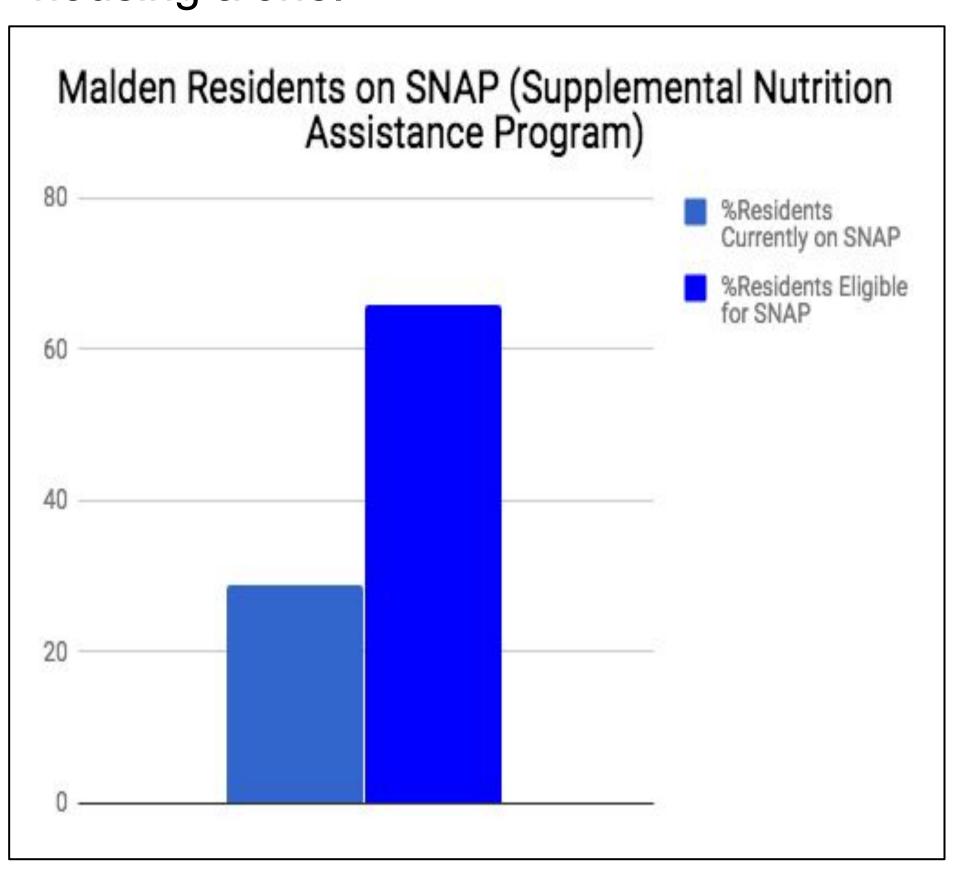
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ABSTRACT

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.

Website

Site build Launch of Research planning with PAC Website RESOURCE RESOURCE (NCQA) LIBRARY LIBRARY FOOD RESOURCES CHILD CARE FOOD PANTRIES **Pantry** PROGRAMS and Children Apply for financial assistance to After School Programs Child Care Vouchers WIC offers supplemental Explore free or low discount Pick up groceries from a local food Get financial assistance for Child icational and sports activity pantry near your home programs for your children. Wheels Head Start is a family development program that Provides family-centered services to help offers comprehensive services including education children who qualify to develop the skill nutrition, and physical and mental health. Eat delicious free meals with other Get meals delivered to your home. Adults 60 they will need to continue to grow into members of your community years and older and adults of any age living happy and healthy members of the with a disability are eligible.

ACTIVITY & EXERCISE FOR ALL AGES

Screenshot of Children and Youth Resources Main Page

ACTIVITIES FOR THE ELDERLY

Screenshot of Activity and Exercise Resources Main Page

Screenshot of Food and Grocery Resources Main Page

Youth Activities

YOUTH PROGRAMS/SPORTS

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

Soft

Site testing

- 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.

Bibliography

Arsenault, L., Cammarata Hamilton, R., Dube, B., & Woodbury, A. (2015). *Wellbeing of Malden Report.* Report prepared for City of Malden, Cambridge Health Alliance, and Institute for Community Health.