



# “Things are finally looking up.”

## Community Connection Project

- Reading Hospital CMH Patient

### Monthly Newsletter – December 2018

**Season’s Greetings!** - The CCP team has partnered up with **Centro Hispano** and have added (3) bilingual staff members to screen in the **Emergency Department**. Because of this partnership, we are excited to announce that we now have expanded our servicing hours to both evenings and weekends within the **ED**. Additionally, Tower Health clinical sites including; **Berkshire Heights-Family and Internal Med., Women’s Premiere Health, Kenhorst Family Med., Gateway–Family and Internal Med., Endocrinology and Diabetes Center, Cardiology** in all three locations (Spring Ridge, Hamburg, and DOB) and **All About Women** are among the first THMG sites to implement the ‘paper-screening’ process. By paring with clinical and frontline staff, more patients are being screened and in turn additional social needs are being met.

#### Continued Collaboration

(Left to right; Jessica De Jesus; Susan Rhoads, Ruby Mora, Nereida Salvador, Saphire Perez, Juliet Crespo, Cesar Herrera, Olivia Talman, Tanieka Mason, Karl Guldner)



Community Wellness Department

Earlier this month the CCP team invited leadership from our adapted database, Healthify, to come on-site and meet with members from our team who utilize their services daily. Together, both teams contributed to perceptive and insightful discussions containing several innovative ideas in terms of sustainability. Healthify enhancements should result in improved referral sources for our patients.

#### Noteworthy Success

A previously screened Spanish-speaking only patient had both utility and transportation needs prohibiting him from obtaining healthy and affordable meals for his family and attending clinical appointments himself. Subsequently, his family was confronted with having to prioritize daily life responsibilities, affecting their current state of health and well-being. Our team of navigators referred him to **Centro Hispano**, where they immediately went to work on addressing the patient’s current situation. During the 2-month follow-up and in reconnecting with the patient, our CCP navigators were informed that **Centro Hispano** assisted him with completing a LIHEAP (*Low Income Home Energy Assistance Program*) application to aid with utility expenses. Furthermore, **Centro Hispano** was able to connect him with transportation services, resolving his transportation need. The patient happily states that “things are finally looking up” for him and his family.

#### Upcoming for December:

- Community Service Subcommittee Meeting: 12/28
- Quality Improvement Team to Reconvene: 12/21
- BCHC Kick-Off
- ❖ **Happy Holiday’s from Our Team to Yours!**

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