2020- 2022 Key Community Benefit Initiatives

INITIATIVE #1: ACCESS TO EQUITABLE HEALTH CARE SERVICES

Community Need Addressed

Access to primary, specialty and behavioral health care.

Goal (Anticipated Impact)

Increased accessibility for timely care; Increased patient establishment with PCP; Increased navigation and supportive services to vulnerable populations; Increased access to clinic based Behavioral Health Services.

Scope (Target Population)

Broad community.

TABLE 1. OUTCOME MEASURES FOR ADDRESSING ACCESS TO CARE

Outcome Measure	Baseline	FY22 Target
Increased same-day appointment capacity (Immediate Care)	375 appt/month	550 appt/month
Increased PCP assignment	3400 Medicaid assigned individuals	4500 Medicaid assigned individuals
Increased capacity for internal mental health referrals (wait times)	10 Days	2 days

TABLE 2. STRATEGIES AND STRATEGY MEASURES FOR ADDRESSING ACCESS TO CARE

Strategy(ies)	Strategy Measure	Baseline	FY22 Target
Hire additional LCSW/LPC for primary care clinic	Staff #	4	5
Hire additional Behavioral Health Consultant for Primary Care Clinics	Staff #	2.3	3.3
Signage and program materials translated to Spanish	-	-	All
Hire bilingual/bicultural financial advocate	Staff Members	0	1

INITIATIVE #2: SOCIAL DETERMINANTS OF HEALTH

Community Need Addressed

Access to Healthy Food/Food Insecurity.

Goal (Anticipated Impact)

Increased access to healthy foods to vulnerable patient population, open eligibility beyond diabetic patients.

Scope (Target Population)

Vulnerable populations.

TABLE 3. OUTCOME MEASURES FOR SOCIAL DETERMINANTS OF HEALTH

Outcome Measure	Baseline	FY22 Target
Increase access to healthy food options for vulnerable population	0-20 boxes/month	50 boxes/month

TABLE 4. STRATEGIES AND STRATEGY MEASURES FOR SOCIAL DETERMINANTS OF HEALTH

Strategy(ies)	Strategy Measure	Baseline	FY22 Target
Develop identification and tracking method for distribution	N/A	N/A	N/A
Hire community health worker to manage distribution program	Staff #	0	1
Offer food cooking Demos and Nutrition Tip of the Month	Demo #	0	12

INITIATIVE #3: PATIENT EMPOWERING EDUCATION

Community Need Addressed

Providing access to information and education on wellness, health promotion and disease prevention. Offering free educational opportunities to allow the community access to a variety of health care topics, giving them the information to make empowered decisions about their own well-being.

Goal (Anticipated Impact)

People get the language-appropriate information they need or want on paper, online or video to be able to access the services they need.

Scope (Target Population)

Low-income and vulnerable populations.

TABLE 5. OUTCOME MEASURES FOR ADDRESSING PREVENTION AND PROMOTION

Outcome Measure	Baseline	FY22 Target
Increase access to MCMC programs online	1 online course	3 courses
Interpreter services available at MCMC Programs	0	2 courses

TABLE 6. STRATEGIES AND STRATEGY MEASURES FOR ADDRESSING PREVENTION AND PROMOTION

Strategy(ies)	Strategy Measure	Baseline	FY22 Target
Digitize MCMC specialty programs to increase access and promote distance health education	Courses	1	TBD