

WHAT'S HAPPENING

A newsletter for the Maine Medical Center family

New Program Bridges Gap Between Homeless and Health Care

Maine Medical Center is collaborating with Preble Street and the Portland Community Health Center in an effort to uncover gaps and bridge services in the health needs of the homeless and those at risk of being homeless in Portland.

This pilot project, called Homeless HealthPartners (HHP), will identify, reach out to, and engage Preble Street clients with short-term, targeted case management to assist in accessing primary care, behavioral health services, and specialty medical services.

The project's collaborators have set a goal to reduce the homeless population's

reliance on emergency department (ED) services for needs that would be better served in primary care and behavioral health care settings. They also seek to determine an ongoing role for MMC in the community's effort to provide high-quality, coordinated health care to Portland's homeless population.

"Often, the homeless identify they have health needs, but they need assistance engaging with the system," says Malia Haddock, Program Coordinator, Homeless HealthPartners. "Case managers can accompany clients to appointments, walk them there and back, and even sit with the pa-

tient in the exam room. That can reduce any number of barriers, including neglected health needs, fear that something is seriously wrong, or follow-through."

Case managers embedded at the Preble Street Resource Center will actively reach out to and engage with Portland's homeless population. They will collect data, track how often clients use the ED, examine their needs, assess their medical referrals, and assist clients in accessing primary care facilities, such as the Portland Community Health Center. These efforts will help the partnership determine whether there are any larger system

issues that need to be addressed.

"Preble Street is very excited about this new partnership," says Mark R. Swann, Preble Street Executive Director. "Coordinating care between social service agencies and the health care system is critically important, particularly for the vulnerable people we see at our shelters and on the street. Untreated medical conditions spiral downward very quickly when a person has no home and no place to heal. It's great working with community partners, like Maine Medical Center, who understand we're all in this together."

Get Your WOW! Rewards

This year, you and your enrolled spouse or domestic partner must complete these 3 steps:



Health
Screening



Tobacco
Screening



Online Health
Assessment

MORE PROGRAM AND
DEADLINE INFORMATION
mainehealth.org/wowrewards

Deadline for health screenings at designated NorDx and hospital labs is July 31.

Designated NorDx and hospital labs will do tobacco screenings in August only for those who got a health screening at their provider's office.

MaineHealth
Works on Wellness

MMC Moments

See how employees are recognizing each other on Moment to Shine!

To Anne-Marie McNeil for “Ownership” from Jonathan Archibald: *Ann-Marie, Thank you for staying extra to help night shift on R1. Staying at the desk over your scheduled time was a big help to staff in a time of need. With multiple transfers happening at the same time and supply/equipment orders needing to be entered, your presence helped night shift staff balance their workloads in order to get off to a good start. We appreciate your help!*

To Andrea Lai for “Patient-Centered” from Renee Fallon: *Thank you for going above and beyond to make sure a child at Maine Children's Cancer Program received their oral chemotherapy as an outpatient. Truly appreciate your help.*

To Magdalena Krakowiak for “Patient-Centered” from Susan Ruel: *Maggie, you did an outstanding job on Monday, April 27, in your position as Lead. We were two reps short due to illness and we had a very high volume of patients. You kept everyone on track and managed the workflow so that every patient was completed in a timely fashion and all of this was done with a smile on your face and your calm demeanor intact.*



Things got “hairy” last week on BBCH, when overnight staff wore fake mustaches, to the delight of their patients. The dress-up day was in honor of Nurses Week. Other dress-up days on the unit included tutus and sports teams.