



Community Medical Team: Taking Health Care into Our Communities

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Partnering to Meet Community Needs

Last year, our **Nurse-Family Partnership (NFP)** program provided 3,250 encounters with 258 first-time mothers and their children. Our team of registered nurses establish case relationships with and support mothers at home with prenatal through second year guidance. Resources and program support are provided through the national NFP network.

Caring Together provides testing, counseling, and referrals for supportive service to persons living with HIV. During 2022, the care team administered 502 HIV tests and provided 636 community members with assistance navigating access to resources including housing, transportation, and medical and behavioral health care. Family First Health has partnered with WellSpan Health since 2001 to provide a seamless system of services and support.

Family First Health deploys our community medical team to provide health services – like rapid HIV testing, blood pressure checks, and insurance enrollment and navigation – at locations in the community where we are needed the most.

Faced with restricted access to brick-and-mortar sites and a rapidly growing need for COVID-19 testing and vaccination, Family First Health responded with the creation of a community medical team. Beginning in April 2021 with COVID-19 funding from federal, state, and local sources, our community medical team successfully deployed and conducted testing and vaccination clinics at community and employer locations across our four-county service area. To date, we have tested 2,581 individuals and administered 1,205 doses of the COVID-19 vaccine in the community.

Today, Family First Health's Community Medical Team offers a variety of health screenings and education in community settings and in partnership with other organizations. The team (comprised of a registered nurse, a certified medical assistant, and a certified community health worker) provides a variety of services, including blood pressure screenings; immunizations; COVID-19 and rapid HIV testing; health insurance navigation; and linkages to Family First Health medical, dental, and optometry services.

According to Erin Schmidt, Program Manager, the guiding principles of the team efforts are "education, awareness, and empowerment" for our community members. The community medical team can frequently be found working with other Family First Health staff at community events, health fairs, and familiar gathering places where people meet friends and neighbors, and receive support services – places like senior centers, libraries, food banks, public housing, and shelters.

Making a Difference: Community Medical Team

Taking health care into the communities that we serve is critical to removing barriers to access, especially social determinants of health like housing, transportation, education, and ethnic health disparities. “Meeting people where they are” increases the likelihood of quality outcomes and improving overall community health.



Where People Live and Learn. For many members of our community, access to health care is limited by reliable transportation and facility hours of operation. Working in conjunction with public housing providers and education and training institutions, our community medical team has been able to establish relationships with residents and students, providing important care support and connecting them with health-related services and resources.

The team has been at HUD-approved housing facilities in Lancaster, Lebanon, and York counties, as well as three locations managed by Affordable Housing Advocates of York. During the past year, 51 interactions were conducted with students during monthly visits at Penn State York; a similar schedule was initiated in November with students at the York County School of Technology.

Where People Gather. Establishing a presence at familiar gathering places where friends and neighbors meet, like libraries and senior centers, has created successful connections with community members. Offering free blood pressure screenings at these locations provides the community medical team with opportunities to encourage healthy behaviors, discuss health concerns, and link individuals with health care services. During the past 18 months, the team conducted 1,167 blood pressure checks at Guthrie Memorial Library (Hanover), Martin Library (York), Windy Hill Senior Center (Spring Grove), and White Rose Senior Center (York).

Where People Get Help. Placing our community medical team where people go to receive help – food banks, shelters, and community resource centers – allows us to provide services where other needs are also being addressed.

The impact of a community medical team at these sites has been especially evident in our partnership with LifePath Christian Ministries and their shelter programs. Since its start in September 2022, the community medical team has provided assistance to 174 unsheltered individuals, making 421 connections to health-related services, including linking 54 patients to Family First Health with a total of 158 visits for medical and dental care. A similar collaboration is planned with Bell Socialization Services for their family shelter in 2024.



Perspectives and Notes

“Having Family First Health onsite in our shelters has provided convenient access to health services our guests need. The assistance with securing insurance benefits helps them to become more confident when seeking medical care in the future. By being onsite the risks of not making an appointment and the inconvenience of arranging transportation are eliminated.” – *Patrick Ball, Interim CEO, LifePath Christian Ministries*

“HUD’s partnership with Family First Health has been vitally important to improving the health outcomes of individuals in underserved communities and this partnership continues to grow as Family First Health expands its access to more HUD-assisted properties.” – *Brandon Porinchak, Senior Management Analyst, United States Department of Housing and Urban Development, Office of Field Policy and Management*

“When we first started offering blood pressure checks at the White Rose Senior Center we would get about 10-15 seniors wanting to have theirs checked and having a few medical related questions. Now, in any given month, we perform about 30-40 blood pressure checks...but it has become more than that. They ask us about their medications, tell us about their current medical conditions and engage with us...they trust us and look forward to us being there.” – *April Seredych, RN, Community Medical Team, Family First Health*

Why I Give: Donor Spotlight

Meet Tammy.

Tammy knows a few things about the challenges people in her community face when it comes to dealing with the health care system. Working for Family First Health, she has seen and experienced on a daily basis the importance of access to affordable, quality health care.

But Tammy will be the first to tell you that she wasn't always aware of the need, or of the barriers to access – like food, housing, and transportation – that others in her community experience. "Growing up, I had no idea how people lived. [In my family] we had what we needed."

As she entered adulthood, however, she began to see that others around her didn't always have what they needed – and that she wanted to help. After graduating from high school, Tammy completed her associate's degree as a medical secretary. A friend of hers suggested she apply for a temporary job with the York Health Corporation.

That was almost 38 years ago.

For Tammy, the temporary job quickly turned into a lifelong relationship with an organization that we now know as Family First Health. When asked why she chose to make a career of her experience with us, she states without hesitation: "the mission." And her coworkers. Tammy will tell you they are like family, supporting and inspiring one another every day in their efforts to improve the health and lives of others in the community.

"Just knowing I am able to make a difference in people's lives...no matter the size of the donation, or by working in the back office...means everything to me. The way I see it, the more I give, the more I receive."

And when asked why she chooses to give in addition to her work as an employee? Knowing that she is able to help people – even in small ways – brings her joy. The way she sees it, the more she gives, the more she receives in return.



Tammy is a dedicated employee and passionate advocate for Family First Health.

Thank you, Tammy. We continue to make a difference because of you!

Tammy Stough currently works as a medical billing instructor for Family First Health, and has been a loyal donor since 2013. She is a lifelong resident of York County, a doting grandmother to Brooklyn, and an active member of her church community.

Did you know...? Employees, like Tammy, play an important role our annual fundraising efforts – last year, 65 team members made charitable gifts to Family First Health, comprising 35% of our total donors!

Your gift can make a difference.

Ways to Give:

- **Check:** Mail your check, payable to *Family First Health*, to:
Development, Family First Health, 116 S. George Street, York PA 17401
- **Credit Card:** Make your secure donation online via our web site at:
www.familyfirsthealth.org/donate
- **Consider a recurring monthly gift.** Make your support have ongoing impact with an automated credit card contribution.

Questions?

Contact David Corman, Manager of Donor Relations, at 717-801-4850 or dcorman@familyfirsthealth.org



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Our Mission

WHAT WE DO

We improve lives; in **big ways** and **small ways**. From high quality health services and innovative partnerships to daily acts of compassion. In all ways, **we work together** to improve lives.

Our Vision

WHY WE DO IT

From healthcare to health for all

Closing the gap
Paving the way
Raising the bar

Our Values

WHAT GUIDES US

Patient Centered
Collaborative
Diverse
Stewardship
Evolving

Columbia (Dental)
430 Walnut St., Ste. 101
Columbia, PA 17512
717.356.2233

George Street
116 S. George St.
York, PA 17401
717.845.8617

Hannah Penn
415 E. Boundary Ave.
York, PA 17403
717.843.5174

Lebanon
300 Willow St., Ent. B
Lebanon, PA 17046
717.356.2222

Columbia (Medical)
369 Locust St.
Columbia, PA 17512
717.342.2577

Gettysburg
1275 York Rd., Ste. 17
Gettysburg, PA 17325
717.337.9400

Hanover
1230 High St.
Hanover, PA 17331
717.632.9052

Lewisberry
308 Market St.
Lewisberry, PA 17339
717.938.6695



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