

# Hagerstown Health Hub

A PROJECT OF HORIZON GOODWILL INDUSTRIES  
IN PARTNERSHIP WITH MERITUS MEDICAL CENTER AND AHEC WEST



**Horizon**  
Goodwill Industries

# WHO IS HORIZON GOODWILL INDUSTRIES?

HORIZON GOODWILL INDUSTRIES HUMAN SERVICES BUILDING IS LOCATED AT 200 NORTH PROSPECT STREET IN HAGERSTOWN MARYLAND. THIS LOCATION IS POSITIONED AT BOTH THE ENTRY WAY TO THE HISTORIC JONATHAN STREET COMMUNITY AND WITHIN ONE BLOCK OF TWO HOMELESS SHELTERS, THIS IS HISTORICALLY ONE OF THE MOST IMPOVERISHED AREAS OF HAGERSTOWN. TO DATE IN 2021 THIS LOCATION HAS OFFERED SERVICES RANGING FROM FREE BREAKFAST TO JOB TRAINING TO 208 INDIVIDUALS, THIRTY-FIVE PERCENT (35) OF INDIVIDUALS SERVED TO DATE IDENTIFY AS BLACK OR AFRICAN AMERICAN AND SIXTY-FIVE (65%) PERCENT IDENTIFIED AS WHITE.

## Minority: Population of 21740

- *25% total for Minority Population*
- *15.5% Black/African American*
- *7.6% Hispanic / Latino*
  - *1.8% Asian*

## Health Disparities in 21740

- *Median household income \$48,400  
45% lower than then State average*
- *Poverty Rate 17.9% - 8% higher  
than State average*
- *Without Health Insurance 14% -  
10% higher than State Average*

# WHAT MAKES THIS PROJECT DIFFERENT?

- **We are building a clinic inside building where staff already have established trusting relationships with community members –creating a no wrong door approach to service**
- **Stages of Change**
- **Low Barrier to Access Care**
- **Nurse Practitioner is participating in street outreach with Chief Mission Officer and peer recovery staff 1x per week**
- **LCSW will participate in street outreach 2x per week**
- **Care Coordinator and CHW are both persons with lived experience in homelessness and SUD recovery**
- **Entire Clinic staff is intergraded into HGI Human Services team participating in bi-weekly interdisciplinary team meetings**

# GRANT FUNDED COMMUNITY PARTNERS

- HORIZON GOODWILL INDUSTRIES -CARE COORDINATION, MENTAL HEALTH INTERVENTION, COMMUNITY HEALTH WORKER, STREET OUTREACH
- MERITUS HEALTH-NURSE PRACTITIONER
- AHEC (IN-KIND)-HEALTH CARE NAVIGATION

# DATA FLOW

- **NEW PATIENTS COMPLETE INTAKE AT INITIAL APPOINTMENT WITH CARE COORDINATOR.**
- **INFORMATION ENTERED IN EPIC EMR; MEDICAL RECORD NUMBER ASSIGNED.**
- **EPIC TRACKS SUBSEQUENT PATIENT VISITS AND MEDICAL INFORMATION.**
- **PATIENT ENCOUNTER FORMS ARE COMPLETED AT EACH SUBSEQUENT APPOINTMENT AND ENTERED IN EPIC.**
- **HUMAN SERVICES INTERVENTIONS ARE TRACKED IN HGI DATA MANAGEMENT SYSTEM**
- **PROJECT EVALUATOR PULLS REPORTS MONTHLY FROM BOTH SYSTEMS TO MERGE DATA TRACKING PATIENT PROGRESS.**

# QUESTIONS?

**THANK YOU!**

**BROOKE GROSSMAN, CHIEF MISSION OFFICER**

**HORIZON GOODWILL INDUSTRIES**

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