



# UNITED, WE FIGHT FOR A HEALTHY COMMUNITY

## BOLD GOAL 4

More than 70,000 individuals in our county are uninsured and don't have access to a doctor, dentist, or a mental health professional. **That is unacceptable. Not in Lancaster County.**

United Way of Lancaster County set the BOLD goal for our community that by 2025, every individual, child and family in Lancaster County will have a medical home. As defined by the Patient-Centered Primary Care Collaborative (pcpcc.org, 2017), a medical home is:

1. **Patient-centered:** A partnership among practitioners, patients, and their families ensures that decisions respect patients' wants, needs, and preferences, and that patients have the education and support they need to make decisions and participate in their own care.
2. **Comprehensive:** A team of care providers is wholly accountable for a patient's physical and mental health care needs, including prevention and wellness, acute care, and chronic care.
3. **Coordinated:** Care is organized across all elements of the broader health care system, including specialty care, hospital, home health care, community services and supports.
4. **Accessible:** Patients may access services with shorter waiting times, "after hours" care, 24/7 electronic or telephone access, and strong communication through health IT innovations.
5. **Committed to quality and safety:** Clinicians and staff enhance quality improvement to ensure that patients and families make informed decisions about their health.

And we have a plan to make it happen, right here in our community. Through the collaborative work of our Community Impact Partnerships — involving more than 100 nonprofit agencies, health care providers, schools, libraries, faith-based organizations, businesses, and government entities — United Way is leading the way to reform the health care system in Lancaster County.

**Lancaster Medical Legal Partnership** saved Lancaster General Health more than \$46 million in 2016 through intensive financial case management for patients with legal issues related to financial and housing instability.

**Let's Talk, Lancaster** has begun implementing the PHQ-9 depression screening tool as a routine practice for primary care physicians in the County.

**Integration Services for New Americans** partners with SouthEast Lancaster Health Services to educate refugees and immigrants about our health care system, such as when to use the emergency room, and how to find a primary health care provider for their family. In addition, SouthEast Lancaster Health Services operates a medical clinic at Integration Services for New Americans' Refugee Center at Reynolds Middle School.

**Together Initiative Network** has created a referral process with County Line Medical Center, and has Community Services Group (CSG) visit their Together Community Center in Pequea Valley two days a week for behavioral health appointments.

**BOLD GOAL 4:**  
100% of individuals, children and families will have a medical home.

