Supporting Clinical Community Integration with Technology:
How to Use findhelp to Connect Patients to Resources

December 16, 10:00 - 11:00 AM (CST)

Register

Overview

Two of Iowa's major health systems are collaborating to address SDOH needs of their patients with findhelp. Findhelp is a comprehensive resource directory that helps people find and connect to social services in their area. This free web-based platform can be utilized by hospitals and clinics to refer patients to a variety of essential services, addressing their social needs to encourage improved health outcomes. Organizations have the option to customize their own version of findhelp. MercyOne staff will access the **MercyOne Community Resource Directory** while Unity Point Health staff will utilize **Together We Care.** This webinar will provide a high-level overview of the findhelp platform, highlighting the benefits for both referring staff and patients to promote clinical community integration.

Objectives

- Review the basics of the findhelp platform and the potential benefits of participating in the network

- Discuss how to make and track referrals, which provides data to utilize in improving care coordination processes

- Outline the benefits of program claiming on findhelp.org

- Describe the free program management tools and impact reports

Continuing Education

1.0 nursing contact hours will be awarded for this virtual event by the Iowa Hospital Association, Iowa Board of Nursing Provider No. 4. Iowa nursing contact hours will not be issued unless your Iowa license number was provided at registration. For nursing contact hours to be offered, you must log in individually, your webinar sign-in and sign-out times will be verified. Partial credit will not be granted. Attendees outside Iowa should check with their state Board of Nursing for nursing continuing education requirements.

Target Audience

- Case Managers

- Discharge Planners

- Health Coaches

- Care Coordinators

- Social Workers

- Community Health Workers

- Charge Nurses

- Readmission Work Groups

Event Speakers

Chris McCarthy

Chris McCarthy is a Community Health Project Manager for UnityPoint Health-Des Moines. He has been with the organization for 32 years working in various community engagement roles and initiatives. His responsibilities involve assessment and planning for community health, including the tri annual Community Health Needs Assessments and Implementation Strategy development. Further, his role consists of leveraging organizational resources to meet health needs through collaborative approaches.

Vickie Walsh

Vickie Walsh serves as the Community Engagement Manager supporting the Midwest for findhelp, a public benefit corporation. She received her bachelor's degree in social work from University of Wisconsin-Eau Claire in 2011 and her master's degree in social work with an emphasis in community and organizational leadership from University of Wisconsin-Milwaukee in 2016. Walsh joined the findhelp team April 2021 and is passionate about helping to advance findhelp's mission to connect people in need with the programs that serve them with dignity and ease.

Emily Fletcher

Emily Fletcher is the Division Director of Social and Clinical Care Integration at MercyOne Population Health Service Organization (PHSO) where she leads the integration of community health workers into the medical home to positively impact patient outcomes and patient experience. She received a bachelor's degree in socio-political communications from Missouri State University and a master's degree in public health from the University of North Texas Health Science Center. She completed her practicum with the Centers for Medicare and Medicaid Services in Dallas, Texas. Fletcher started at MercyOne in 2010, working in oncology research for five years before joining the PHSO in 2016. She served a two-year term as Vice Chair of the Institutional Review Board.