



ST. MARY'S COUNTY
HEALTH DEPARTMENT



WellCheck

St. Mary's County Health and Wellness Portal

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Health Hub - smchd.org/hub





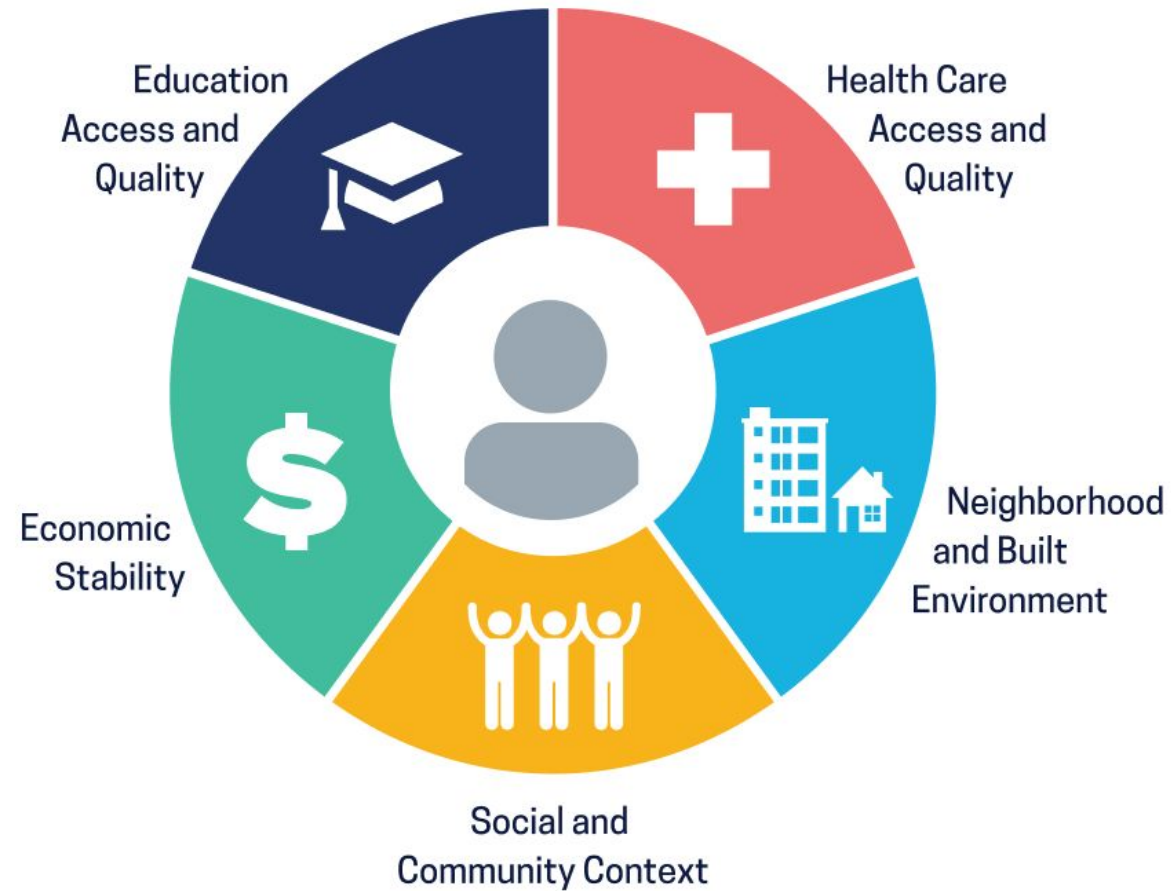
Health & Wellness



- Behavioral Health Crisis Walk-In
- Harm Reduction
- STI Testing
- Wound Care
- Jail Diversion Program
- Primary Care Clinic
- Youth Mentoring
- Home Visiting
- Financial Coaching
- Conflict Resolution
- Legal Expungement
- Literacy Tutoring
- COVID-19 Testing
- Care Coordination
- Job Support Services



Social Determinants of Health





Partnership for SDoH



Health Care Access

- Behavioral Health crisis
- Primary care
- Infection control
- Wound care

Economic Stability/Work

- Employment support services
- Financial classes/coaching
- Entrepreneurial support

Social and Community Context

- Mediation services
- Anger management classes
- Conflict resolution coaching
- Jail diversion programming
- Youth mentoring
- Legal expungement

Education

- Literacy tutoring
- GRE support



Hub Alliance



SMC Health Dept

SMC Sheriff's Office

SMC Public Schools

Housing Authority of SMC

SMC Library

Literacy Council

Community Mediation Center

Williams, McClernan & Stack law

Minority Outreach Coalition

WellCheck

PNC Bank

SMC Dept of Social Services

Three Oaks Center

MedStar St. Mary's Hospital

Stella's Girls

Greater Baden Medical Services

NAACP chapter #7025

MD Dept Labor

Palm Public



Registration/Check-In Across Multiple Services Providers

- Any digital device - no downloads required
- Any location
- Ability to register No Fixed Address
- Quick process for new registrants
- Option for assisted registration

Assessing Social Determinants of Health

- Available in English and Spanish
- Tool for community health workers, peer recovery specialists, care coordinators and other engagers
- Self-completion option
- Instant connection to care coordination



Current Service Utilization Challenges



Low Awareness of Available Community Services

Need to Optimize Utilization Across Community Service Providers

Low Utilization

- Compromises grant funding and outcomes

Low Referral Rates

- Time barrier
- Different referral processes

No Referral Feedback (“Closed Loop”)



WellCheck



WellCheck.us

Maryland-based technology company that partners with Local Health Departments.

Leveraging *today's technology*:

- Advancing Health Equity
- Driving access to care and increase utilization of community based programs

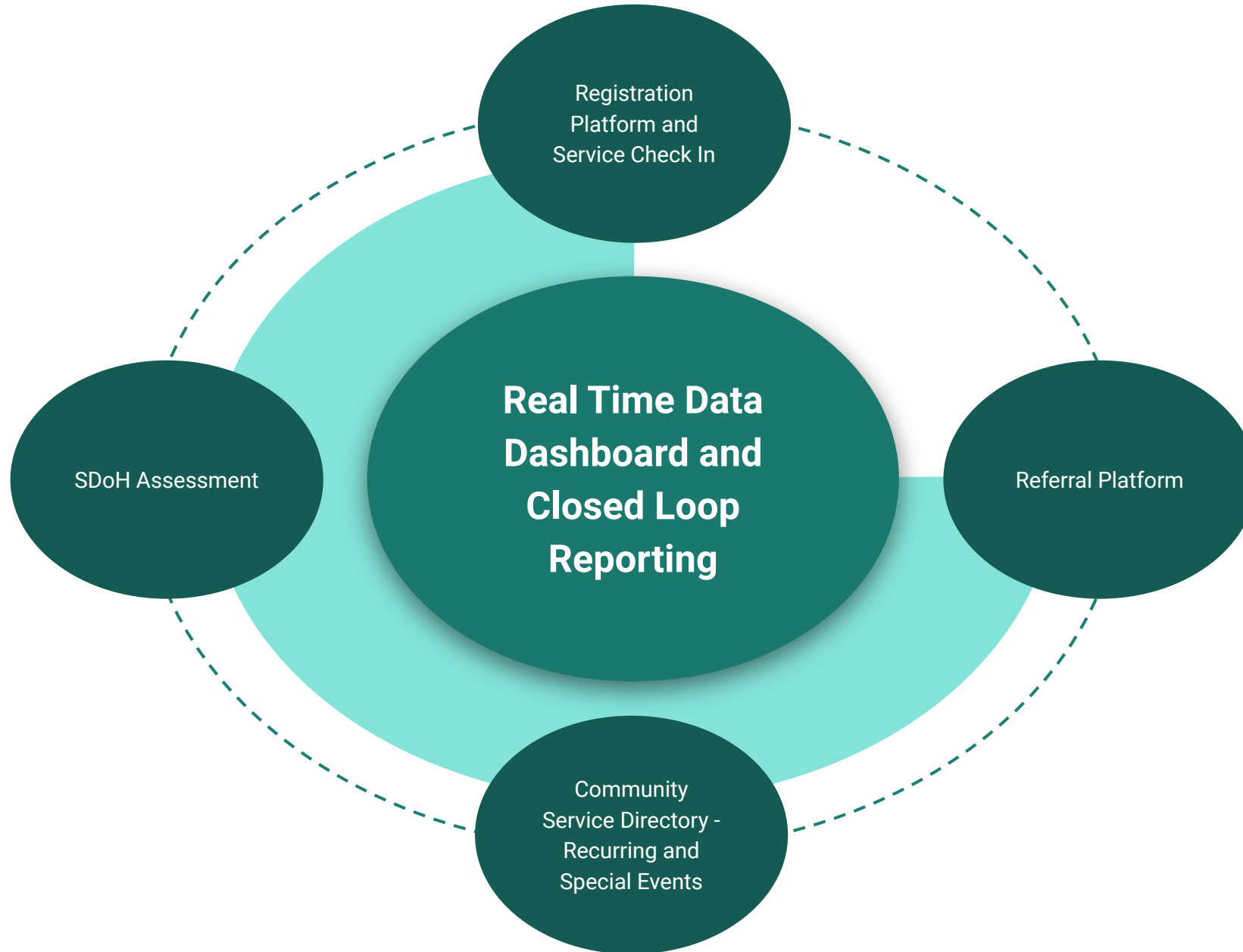
Flexible cloud-based HIPAA-compliant platform that is interoperable with other systems.



WellCheck Team at the Health Hub



Creating the Health & Wellness Portal





Registration & Check-In



Registration
Platform and
Service
Check In

The screenshot shows the top of the portal with the logo and the text "St. Mary's Health and Wellness Portal". Below this is a section titled "Request a Service or Check In Now" with a subtext: "If you registered before and know your registration ID please use your ID to continue." There are two main buttons: "Continue with Name & Date of Birth" and "Continue with Registration ID". At the bottom, there is a link: "Need Help? Call 301-475-4330".

Simple Registration Process

- Connected devices at the HUB
- QR code for off site registration (community events, etc)
- HUB admin registration assistance

Multiple languages

Browse Health and Wealth Services

Check-in For Service



Identifying individual needs in the areas of :

Transportation, housing, food access, employment, education/literacy, violence, behavioral health, and financial security, etc...

- Response generates referral for care coordination
- Care Coordinators can monitor and assist with referrals to other services

SDoH
Assessment

Check-in Now

♥ Social Wellness Assessment

Life situations - such as food access, transportation, and housing - can affect health. This assessment helps identify what community resources could help you.

START SOCIAL WELLNESS ASSESSMENT

< BACK TO SERVICE LIST

Social Wellness Assessment

Are you completing this survey yourself or is someone helping you?

Myself

With help

Enter name of person that helped you

SUBMIT

BACK



Community Services Referral Platform



Community
Service
Directory

Select Service(s)

Select service to refer

- Primary Care Medical Appointment (Greater Baden)
- Day Reporting Program (Detention Center program)
- Mediation (Community Mediation Center)
- Conflict Resolution Workshop / Coaching (Community Mediation Center)
- Financial Workshop
- Housing Workshop (Housing Authority)
- Legal Clinic
- Employment Services with JobSource
- Business or Employment workshop
- Education Tutoring CBO-TBA
- Literacy Support (Literacy Council)
- Youth Mentoring multiple

Submit Referral

- Lists local services offered by community service providers (CSP)
- Allows users to browse and refer to a variety of community services electronically in a time-efficient and user-friendly process
- Ability to self-refer
- Automatic reminders for participants




Referral Platform



Referral Confirmation

Paul Thomas
Registration ID: ABEF - 250550



Pending Referrals

1. Primary Care Medical Appointment (Greater Baden)
2. Financial Workshop

Mobile Phone No.

Email address

Send Confirmation


- CSPs can easily manage on one system
 - Referrals
 - Appointments
 - Check-ins
- Closed-Loop Mechanism
 - Notification upon completion of the referred service
 - Participant Consent
- Shared Referral Notes
- Scheduling Mechanism

Referral Note

Referral Notes

Add a note for the referred provider and optionally help your patient/client set a reminder. Description of the referred program is shown below which may contain information on availability and if an appointment is required.

Leave your note here.

 Set a date for the service

Financial Workshop

Description:

Location:

Availability: Appointment Required. Please call xxx-xxx-xxxx first then register here to set a reminder for yourself.

Next >



Social Determinants of Health Assessment

How often do you feel lonely or isolated from those around you?

- Never
- Rarely
- Sometimes
- Often
- Always

SUBMIT

BACK



Aggregate Data Monitoring



#Encounters (2300+)

#Unique Individuals (700+)

#Established/ongoing Individuals (400+)

Usage by zip code

Usage by race/ethnicity

Usage by service

Hospitalizations/Emergency Dept utilization

Population level metrics (long-term impact)



**Please take the
Social
Wellness
Assessment!**



 **SCAN TO REGISTER**



Enroll as a Community Service Provider

