

Community Connections Team

In April 2015, Family Health Center of Marshfield, Inc., Marshfield Clinic, and the University of Wisconsin-Eau Claire (UWEC) launched a program to engage volunteers, most of whom are UWEC students, to provide referrals to community-based services for patients identifying social needs. The program offers direct contact between volunteers and patients to help meet needs and improve health outcomes. In 2016, the program was available at the Marshfield Clinic – Eau Claire, Clairemont, and Oakwood Centers and Marshfield Clinic Chippewa Falls Dental Center.



University of Wisconsin – Eau Claire student volunteers at the Eau Claire Center.

This experience helps student volunteers and other community health workers to better understand how social, economic, and environmental factors affect overall health and allows Marshfield Clinic healthcare providers to look beyond the usual scope of practice to improve health. During medical and dental visits, patients are screened for social needs and referred to volunteers who discuss needs, locate and share resources, and provide follow-up to ensure patients are connected with resources.

Highlights

- Served nearly 2,220 patients with unmet social needs
- Made over 4,700 referrals to community agencies for needs related to utilities, food, clothing, housing, dental, transportation, job search, childcare, caregiver support, and others
- 54% of referrals to community agencies successfully met patients' needs or remain in progress
- Recruited and mobilized 84 volunteers (4,614 hours service, \$108,694.06 value*)

- Conducted initial and follow-up patient satisfaction surveys:

681 initial surveys

- 86% found information provided helpful
- 78% learned about new resources
- 62% indicated they would not have pursued resources on their own

234 follow-up surveys

- 79% indicated they would recommend Community Connections Team to others
- 70% were satisfied
- 69% agreed resources met specific needs

**Based on a national volunteering rate of \$23.56 per hour*



The flyer features a photograph of two women, one older and one younger, sitting on a bench outdoors and looking at a laptop together. The text on the flyer is as follows:

Community Connections Team

Many things are important for your health. We are here to help.

What is the Community Connections Team?
Improving health and quality of life goes beyond the walls of your health care clinic. Community health workers are trained to connect you with local resources.

What can I get help with?

- Baby needs
- Caregiver support
- Childcare
- Clothing
- Dental care
- Food
- Health insurance
- Housing
- Job search
- Medication costs
- Transportation
- Utility bills

For more information, please call 715-858-4443.

Logos for Marshfield Clinic and Family Health Center of Marshfield, Inc. are at the bottom left. Logos for University of Wisconsin Eau Claire and Marshfield Clinic are at the bottom right.

Information about the Community Connections Team program is provided with appointment reminders.