



Sentara Community Care - Harrisonburg

Sentara Mobile Care



Sentara Community Care - Harrisonburg



Community Care is a new model to bring neighborhood-level health and wellness services to historically marginalized and under-resourced communities and to improve total health.

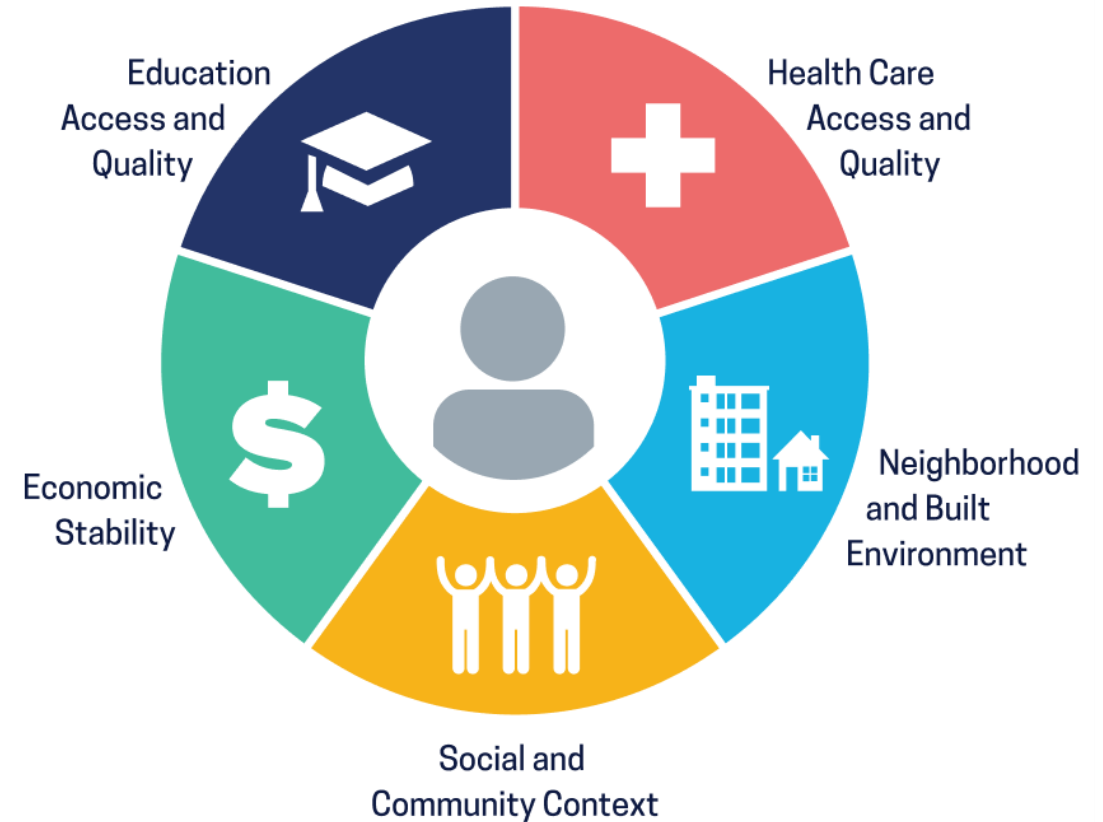
Since Sentara Community Care in Harrisonburg opened its doors, we have attended to unique patients with different needs, we have identified that some of the most important needs are transportation, mental health of minors, and access to healthy and nutritious food in the family.

Partnering on the Path to Total Health and Well-being



Addressing Root Causes

In order to live our mission to improve health every day, we have to go beyond our walls and help the community address the factors affecting our community most. Eighty percent of what determines an individual's health occurs outside of the hospital.



Social Determinants of Health
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 Healthy People 2030

Sentara Community Care: Care Model Mission

Community Care Center – 1st Floor of apartment complex



- Bring neighborhood-level health and wellness services to historically marginalized and under-resourced communities to improve total health focused on the social drivers of health.

Community Mobile Care – Routinely arrives to neighborhoods for full-service primary care & mental health services



- Advance health equity and improve disparity gaps
- Dismantle barriers to care by **bringing care to where the community lives, works, plays, learns, and worships.**

Community Care Center – Embedded homeless shelter



- Develop programs with community partners to support the community.
- Deliver full service primary care, maternal health, mental health, and social support services

Sentara Community Care: Care Model Mission



Community Care Centers

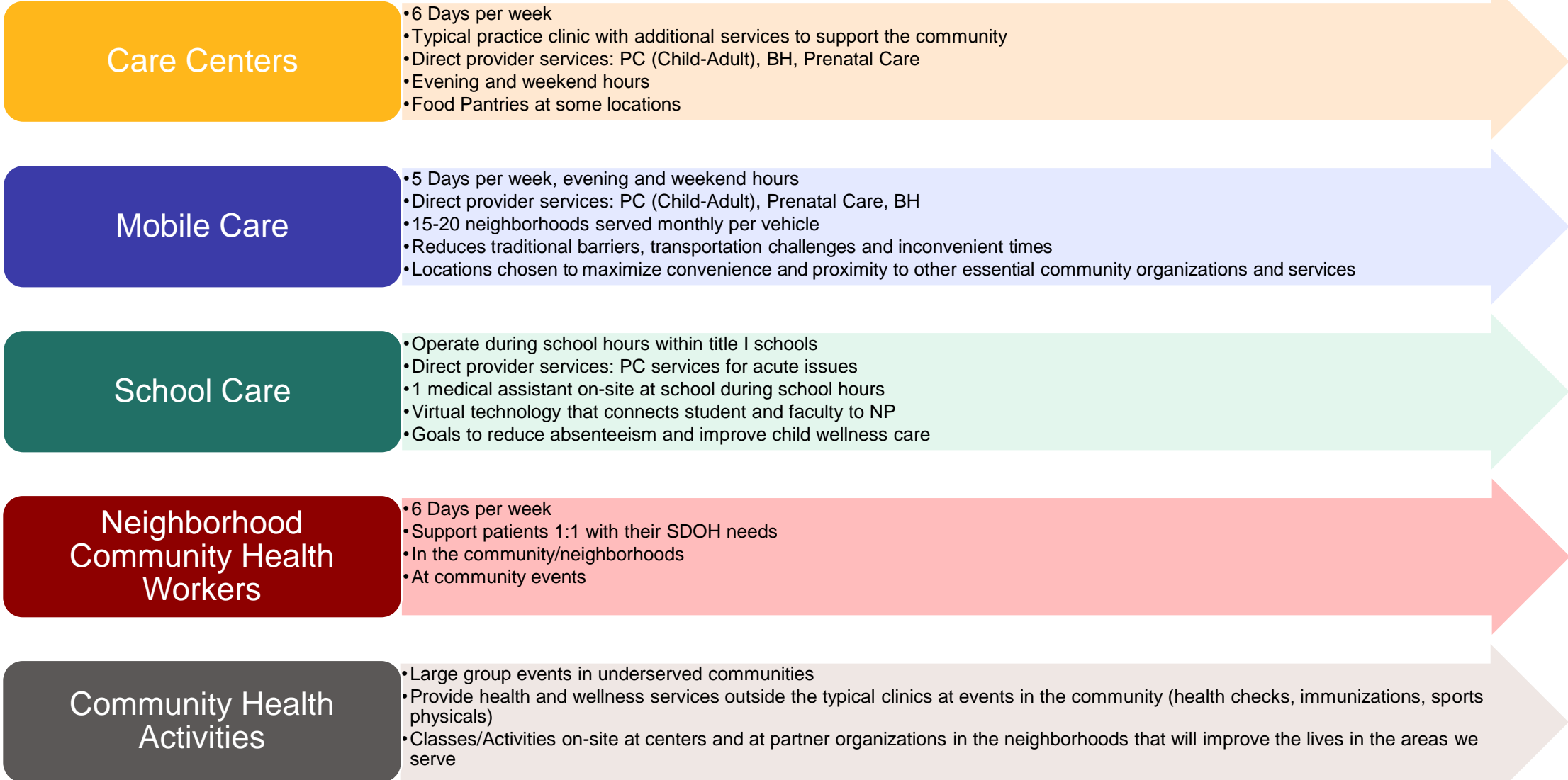
Our Community Care Centers are designed to make accessing healthcare services easy and convenient, delivering comprehensive medical, behavioral health, and social support services all under one roof, right within your neighborhood.



Sentara Mobile Care

Recognizing that transportation and time constraints often hinder access to healthcare, Sentara Mobile Care takes healthcare to the streets, quite literally. Our Mobile Care units travel directly to the communities with the greatest needs and largest gaps in healthcare, ensuring that healthcare isn't a burden but a readily available resource.

Sentara Community Care: Care Modes



Partnerships

Emmanuel Baptist Church- Food Pantry

Faces 4 Change - Substance abuse prevention

James Madison University - Community events and Promotores de Salud

VDH, HCHC and Free Clinic – Healthcare Services

Iglesia Nueva Vida Pentecostal - Community services and assistance

La Casa de la Salud Latina - Training and Community Resources

Medicap – Local Pharmacy

SRMH – Diabetes Education

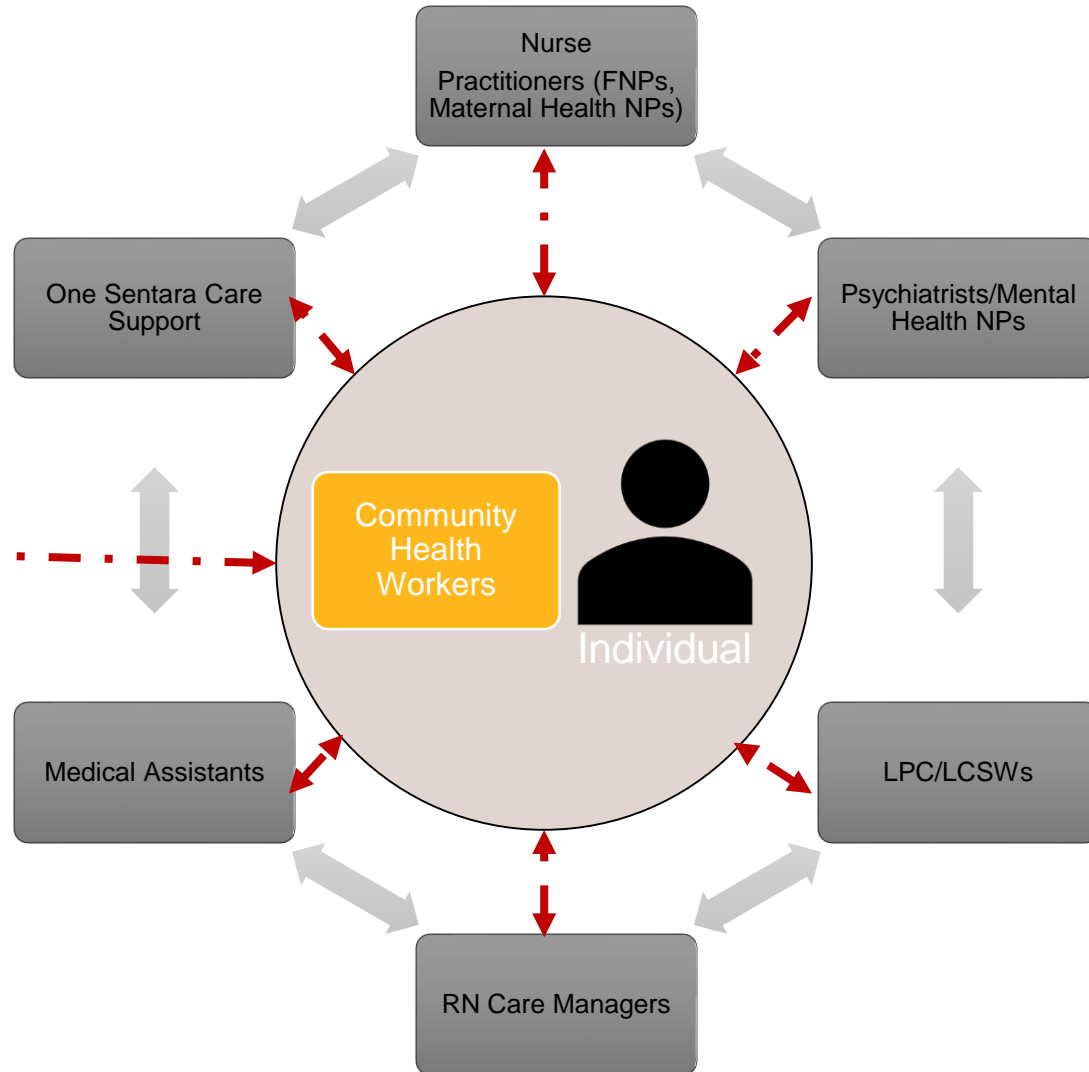


Sentara Community Care

Uniquely Designed Care Team

Connecting to Community Services & Partners

- Neighborhood leaders
- Community organizations
- Faith-based leaders
- CSBs
- FQHCs & Free Clinics
- Homeless shelters
- State/City/County services
- Foodbank
- And many more...



Sentara Community Care

Uniquely Designed Care Services



1.

Primary Care & Behavioral Health Services

- Comprehensive & preventative primary care services for children to adults
- Mental health providers and counseling
- Addiction medicine programs
- Onsite lab draws
- Walk-ins welcome
- Virtual options
- Non-traditional clinic hours



2.

Wraparound Services

- Frequent check-ins
- Increased health education
- Nutrition and wellness classes
- Social drivers of health support and connections
- Insurance enrollment
- Transportation assistance
- Food and nutrition assistance
- And more...



3.

Community Partner Support

- Neighborhood community support system
- Faith-based leaders
- Food bank & food pantry organizations
- School divisions
- And more...

Social Drivers of Health Model: Link to Community Services

In partnership with community and faith-based organizations, we help ensure that Community Care locations provide access to the following services:

Financial literacy

Food and nutrition security assistance

Cooking and health education services

Healthcare navigation

Education and career training

Substance use resources

Naturalization service support

Transportation assistance

Housing assistance

Domestic and community violence assistance

Note: This list is representative of the types of services to be offered. Specific services will vary to meet each community's most pressing needs.

Sentara Community Care in Harrisonburg

Identify the locations

- Set a calendar with community partners
- Identify strategic locations where needs are identified

Outreach

- Connect and learn from the community members
- Identify specific needs,

Identify SDOH and barriers

- CHWs will work closely with individuals
- Community resources

Healthcare Services

- Primary care services
- BH services
- Care management and education

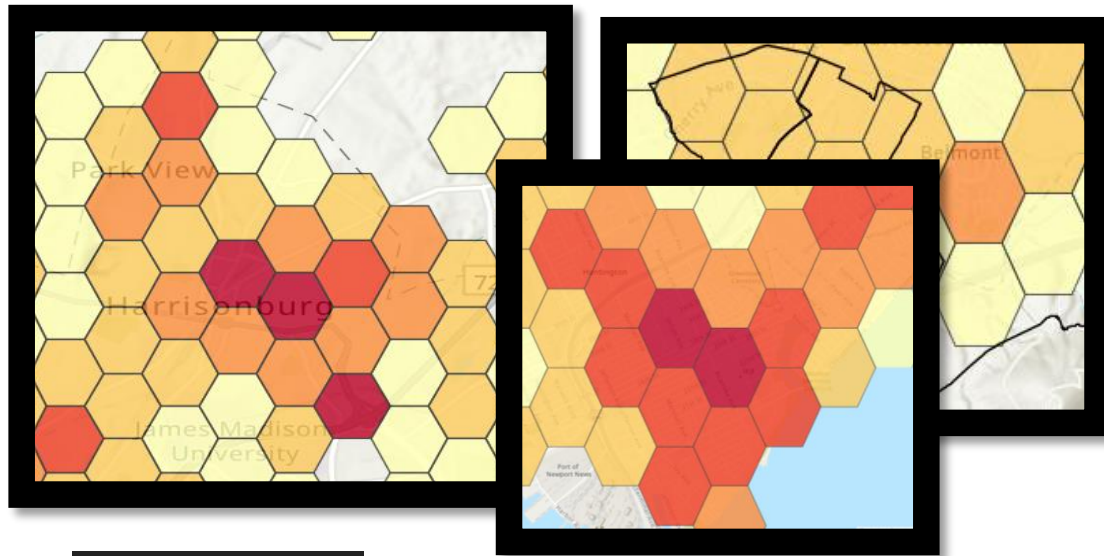
Community Health Activities in the neighborhood

- Nutrition program, exercise, cultural activities, and more.

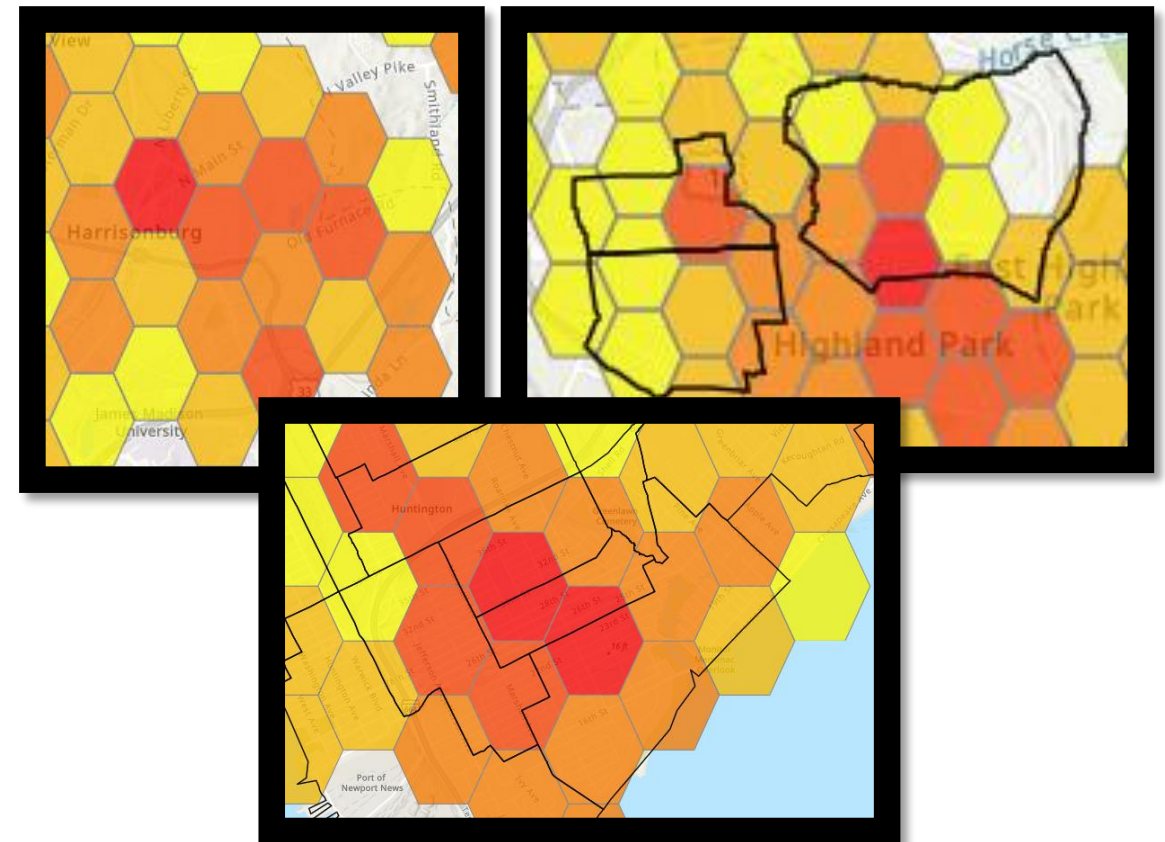
Heat Maps for Prioritizing Areas

(Care Gaps: Well Visits, Uncontrolled Diabetes, Hypertension, Immunizations, Substance Use Initiations & Engagement, Prenatal Care)

Hospital High ER Utilizers



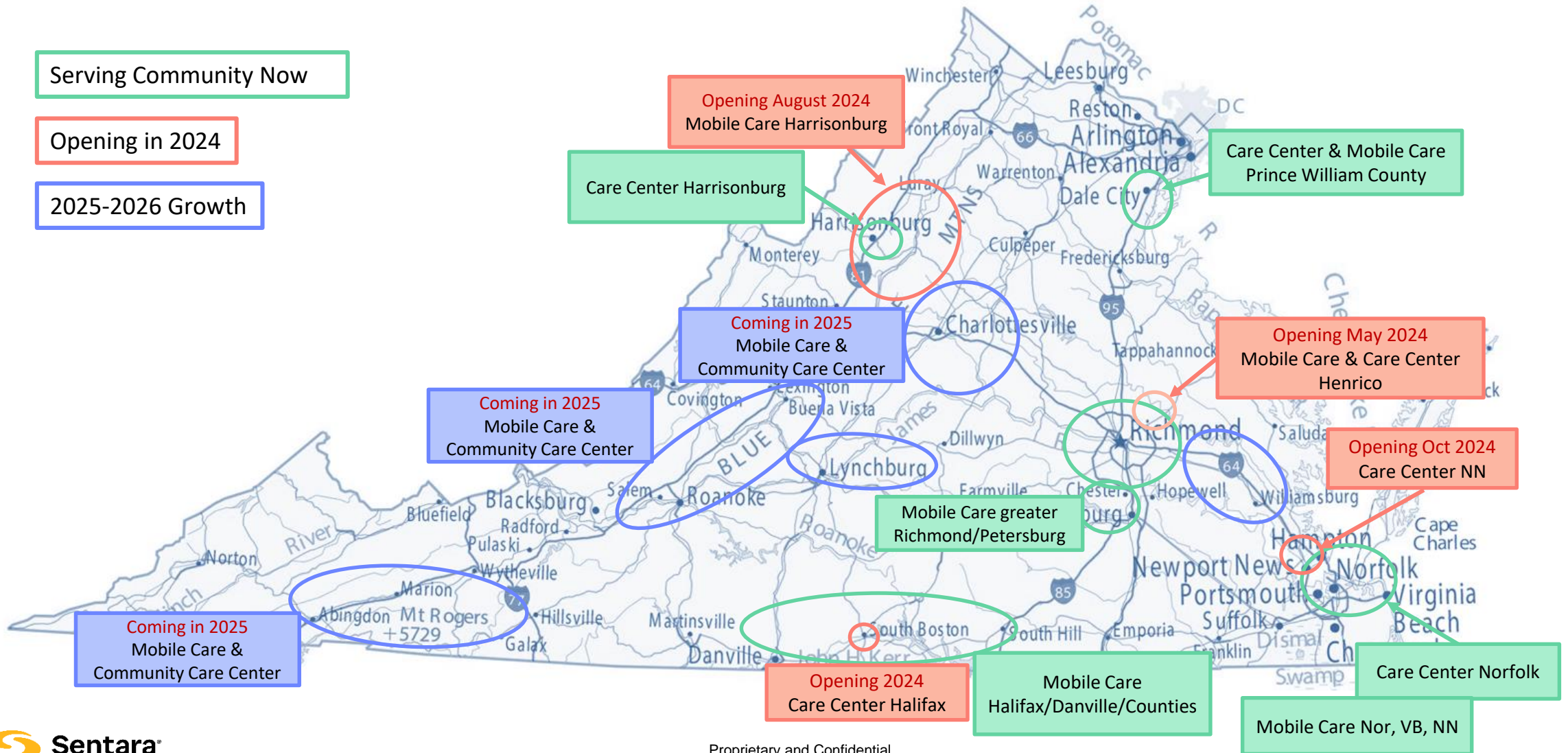
Medicaid Members w/Care Gaps



3704
 Average Age: 50
 ED Visits by Condition:
 Hypertension: 1650
 Diabetes: 872
 Asthma: 273
 Behavioral Health: 2064
 Unsheltered: 131
 ED Visits by Gender:
 Male: 1777
 Female: 1927

ED Visits by Race:
 White: 2895
 Black: 468
 Asian and Pacific Islander: 62
 Native American:
 Other/Patient Refused: 279
 ED Visits by Payor:
 Commercial: 662
 Medicare: 1466
 Medicaid: 885
 Military: 4
 Self Pay/Charity/Welfare/Other: 687

Sentara Community Care: Map of Virginia Regional Plan



Sentara Community Care

Locations & Growth

OPEN NOW

Community Care Centers

- 1) Care Center Norfolk Berkley
- 2) Care Center Norfolk ACC
- 3) Care Center Norfolk Union Mission
- 4) Care Center PWC Woodbridge
- 5) Care Center Harrisonburg

Mobile Care Vehicles

- 1) Mobile Hampton Roads
- 2) Mobile Woodbridge (2)
- 3) Mobile Greater Richmond
- 4) Mobile Halifax, Charlotte, Chase City, Mecklenburg, Pittsylvania

OPENING SOON

Community Care Centers

- 1) Care Center Henrico (May '24)
- 2) Care Center Newport News (Oct '24)

School Clinics

- 1) Harrisonburg
- 2) Hampton
- 3) Va. Beach
- 4) Newport News

Mobile Care Vehicles

- 1) Mobile HR Opiate Care
- 2) Mobile Harrisonburg, Rockingham Co., Page Co (July '24)

2024-2025

Community Care Centers

- 1) SW Virginia
- 2) Roanoke
- 3) Lynchburg
- 4) Charlottesville
- 5) James City Co

Mobile Care Vehicles

- 1) SW Virginia & Co. surrounding
- 2) Roanoke & Co. surrounding
- 3) Lynchburg & Co. surrounding
- 4) Charlottesville & Co. surrounding
- 5) James City Co & Co. surrounding

Questions

For more information:

Onesimo Baltazar Corona

Director of Operations

Email: oxbalta1@sentara.com

Mayra Gavia Molina

Practice Manager Registered Nurse

Email: mxgaviam@sentara.com

Sentara Community Care Harrisonburg
540-564-5880 | 640 S Main St,
Harrisonburg VA, 22801

