

Baptist Medical Center Nassau

Community Health Implementation Plan

2022-2024



Approved by Board of Directors on January 26, 2022

[Community Health & Well-Being | Baptist Health](#)



Priority I. Access to Care

Access

Baptist Medical Center Nassau (Baptist Nassau), building on the FY 2019 Community Health Needs Assessment, continued to address healthcare gaps through a variety of channels by collaborating with local clinics and community-based organizations. The hospital aimed to address the needs of the most at-risk populations including uninsured and underinsured Nassau residents and the medically underserved.

Goal:

Increase access to health services for uninsured and underinsured people in the Baptist Medical Center Nassau service area.

Strategies:

- ❖ Continue partnership with organizations to increase access to care.
- ❖ Continue partnership with Starting Point to increase access to behavioral health treatment.

Barnabas Center

About 1 in 13 Nassau County residents were uninsured as of the 2023 Census. Baptist Nassau collaborated with the local community clinic of Barnabas Center to address the need of uninsured and underinsured residents. Along with a deficit in mental health services in the area, developing a source of health care for residents has also become increasingly important. Baptist Health, thus, continued the development of partners and community resources to address this need. Some measures of care from fiscal years 2022-2024 (October-September) are highlighted below.

Measures of Care	FY 2022	FY 2023	FY 2024
Uninsured and underinsured patients served	607	792	384
Diabetes	FY 2022	FY 2023	FY 2024
Patients diagnosed with diabetes	81	80	82
Patients seen twice within 12-month period	73 (90.1%)	62 (77.5%)	69 (84.1%)
Patients seen twice whose HbA1c measure was within normal range	50 (68.5%)	35 (56.5%)	48 (69.6%)
Hypertension	FY 2022	FY 2023	FY 2024
Patients diagnosed with hypertension	204	164	125
Patients seen twice within a 12-month period	180 (88.2%)	133 (81.1%)	103 (82.4%)
Patients seen twice whose blood pressure was under 140/90	136 (75.6%)	100 (75.2%)	76 (73.8%)
Mental Health	FY 2022	FY 2023	FY 2024
Patients diagnosed with a mental illness	171	154	86
Patients with a score of 10 or greater on PHQ9	132	(not tracked)	(not tracked)
Patients referred to treatment	132	-	-
Patients participating in treatment	85 (64.4%)	-	-

Starting Point Behavioral Healthcare

Starting Point Behavioral Health offered care coordination for identified individuals in the Baptist Nassau Emergency Department. The program sought to address avoidable emergency room visits for mental health and substance use problems that could be treated in a less restrictive and less costly setting. It was intended to be a short-term service striving to get individuals back on their feet by increasing self-sufficiency. By focusing on social determinants of health factors, coordinators could identify barriers to recovery and develop an individualized care plan to address each factor. A total of 118 individuals achieved stabilization through Starting Point's efforts from FY 2022-2024.

Mental Health	FY 2022	FY 2023	FY 2024
Number of patients screened or referred to Starting Point Integrated Care Team	286	316	368
Number of referrals with an identified care coordinator assigned to them	286	289	242
Number of referrals resulting in engagement with care coordination	80 (28%)	73 (25.3%)	39 (16.1%)
Number of those receiving care coordination who achieved stabilization through community care providers	47 (58.8%)	41 (56.2%)	30 (76.9%)

Seniors

With the increasing population of older adults in the county, Baptist Nassau continued to address the needs of this population as it built upon senior priorities identified in the previous FY 2019 CHNA.

Goal:

Ensure Nassau County seniors have access to care.

Strategies:

- ❖ Continue partnership with Nassau County Council on Aging to provide transportation to doctor's appointments and errands.

Nassau Council on Aging

Nassau Council on Aging (NCOA) coordinated resources and helped develop essential services that allowed Nassau's senior population to lead independent, healthy, and socially engaging lives. NassauTRANSIT, operated by NCOA, achieved this by providing transportation services to the community's local seniors and disabled who would otherwise be homebound. Over 21,850 trips were provided or about 18 annual trips per resident.

Transportation Measures	FY 2022	FY 2023	FY 2024
Unduplicated riders (seniors)	237	469	533
Number of trips provided	4,334	9,254	8,266

Education

Baptist Nassau provided community education through the Community Health and Well-Being Department and Health Partnerships with the aim of improving prevention and healthy behaviors by making healthcare information and professionals accessible.

Goal:

Increase knowledge of chronic diseases and where to access services.

Strategies:

- ❖ Provide community partners with education on chronic diseases.

Baptist Health Partnerships

The Healthy Living Centers and Jewish Community Alliance brought health and wellness programs from Baptist Health into Northeast Florida communities. A variety of programs led by medical professionals included physician chats (“Talk with a Doc”), women’s health education, prevention & wellness, and support groups. Across these subjects, **1,092 educational programs** were offered during FY 2022-2024.

Health Education

Baptist Health’s Community Health and Well-Being Department provided free educational webinars multiple times a year to community members on health topics that included: cognition and dementia, colorectal cancer, diabetes, heart health, mental health, nutrition, and stroke awareness. There were 449 non-unique attendants throughout FY 2022-2023.

95.6% agreed or strongly agreed that the webinars delivered the information they expected to receive.

91.7% agreed or strongly agreed that because of the webinar, they gained new knowledge that will help them with their well-being.

93.8% agreed or strongly agreed that they plan to apply what they learned.

Community Partners:

Barnabas Center, Healthy Living Centers, Jewish Community Alliance Wellness Connexion, Nassau Council on Aging, Starting Point Behavioral Health

Priority II. Mental and Behavioral Health

Access

Baptist Health made behavioral health services a priority by providing comprehensive inpatient and outpatient services to both children and adults. From the 2019 CHNA, mental health was a priority health need addressed by Baptist Nassau, and the focus on this continued in the 2022 CHNA as the behavioral health needs of Nassau residents increased.

Goal:

A healthy community with easy and timely access to high quality mental and behavioral healthcare services when needed.

Strategies:

- ❖ Continue offering evidence-based trainings proven to reduce stigma of mental illness and help people access care (Adult Mental Health First Aid (MHFA), Youth MHFA, Teen MHFA, and/or QPR Gatekeeper).
- ❖ Convene a leadership task force of providers, elected leaders and people with lived experience to prioritize identified opportunities and develop a plan for action.
- ❖ Host community-wide conferences on mental health to reduce stigma and barriers to care.
- ❖ Beginning in 2022, participate in Project Save Lives to provide access to peer support for ED patients with mental health and substance use disorder for the purpose of getting them into treatment.

Leadership Task Force

Through collaboration between Baptist Health, Hope Street, Kids Hope Alliance, and The Partnership for Child Health, Hope & Healing JAX was created in FY 2022 to lead systemic change throughout Jacksonville for a healing centered care movement with a more comprehensive and collaborative organization of resources. The city-wide initiative aimed to address the following:

- 1) foster awareness and culture change
- 2) prevent and reduce adverse childhood experiences and trauma
- 3) nurture learning committees.

Through this work, Hope & Healing JAX delivered Trust-Based Relational Intervention® (TBRI) training to parents, caregivers, teachers, faith leaders, and service providers across the sector from FY 2023-2024. As the Building Trauma Response Jacksonville lead agency, Hope & Healing JAX networked to strengthen existing healing and resilience building efforts while addressing Positive & Adverse Childhood Experiences (PACES).



Two Action Group Retreat events were held at Baptist Medical Center Jacksonville in FY 2023 to strengthen and grow existing trauma-informed care efforts with local organizations. Also, TBRI practitioners at Baptist Health and Wolfson Children’s Hospital led 21 staff trainings resulting in 564 team members trained in TBRI from FY 2023-2024.

Mental Health Conference: Access and Advocacy

Access and Advocacy: A Community Conversation was held on April 27, 2022, and included a keynote presentation from Andy Keller, Ph.D., a panel discussion, and a call to action. Dr. Keller, President and Chief Executive Officer of The Meadows Mental Health Policy Institute in Dallas, TX, reviewed current models of care, mental health advocacy

opportunities to improve access and quality, and the importance of evidence-based care in behavioral health. Dr. Keller then moderated the panel discussion that included Aaron Bean, President Pro Tempore, Florida Senate, District 4; Nick Dewman, M.D., Vice President, Behavioral Health, Florida Blue; Terrance Freeman, Council Vice President, Jacksonville City Council At-Large Group 1; and Cheryl Love, Chief Clinical and Patient Safety Officer, Florida Hospital Association.

191 registrants were in attendance.

100% of survey respondents (34) rated the conference quality as excellent or good.

Mental Health First Aid

Mental Health First Aid (MHFA) is an evidence-based, early-intervention course that taught participants to identify, understand, and respond to signs of mental illnesses and substance use disorders. The training provided them with the needed skills to reach out and provide initial help and support to someone who may be developing a mental health or substance use problem or experiencing a crisis. Through Starting Point Behavioral Health and THE PLAYERS Center for Child Health, Baptist Health continued to support trainings across Clay, Duval, Nassau, and St. Johns counties.

Starting Point Behavioral Health also provided Teen MHFA to 10th grade students attending Nassau County public high schools. The program began after the Nassau County School Board asked that MHFA be provided at all high schools during the 2021-2022 school year, leading to 521 students completing the training. FY24 would mark the first year that students from 10th – 12th grade had received the training, totaling 2,371 students.

Teen Mental Health First Aid Measures	FY 2022	FY 2023	FY 2024
Number of classes	-	40	40
Number of participants	521	947	903
Participants demonstrated an improvement in knowledge and confidence (tracking began in FY23)	-	57.1%	78.65%

Project Save Lives

Project Save Lives aimed to establish a program that provided specialized, coordinated, and seamless services for the treatment of drug addiction and substance misuse, thereby reducing dependence on drugs and alcohol and reducing drug-related deaths. When overdose patients arrived at a participating hospital emergency department (ED), lifesaving stabilization was the priority. Once stabilized, patients were met by a Peer Specialist who was housed in the ED. The Peer Specialist established a rapport with the patient and worked as part of the multidisciplinary healthcare team to aid in the early recognition and treatment of withdrawal symptoms. Patients were also offered recovery services as appropriate, and those who elected to participate were provided transportation directly to Gateway Community Center or another local provider. Patients who refused services were closely followed by a peer and were offered Nasal NARCAN®. The continued follow up and connection encouraged patients to enter treatment later.

Starting Point Behavioral Health offered a similar program utilizing care coordination for identified individuals in the Baptist Nassau Emergency Department. The program sought to address avoidable emergency room visits for mental health and substance use problems that could be treated in a less restrictive and less costly setting. It was intended to be a short-term service striving to get individuals back on their feet by increasing self-sufficiency. By focusing on social determinants of health factors, coordinators could identify barriers to recovery and develop an individualized care plan to address each factor.

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Number of patients screened or referred to Starting Point Integrated Care Team	286	316	368
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Seniors

In addition to access to care, Baptist Nassau aimed to address seniors' mental health needs. Because of the effects of COVID-19 on this population, addressing isolation had been identified as strategy.

Goal:

Decrease isolation of seniors.

Strategy:

- ❖ Develop phone friendships between seniors through a Friendly Callers program.

Friendly Caller Program

The Friendly Caller Program was established in 2020 during the height of COVID-19. While its purpose was to lessen the impacts of isolation for seniors during social distancing, it illuminated a persistent need for connection and community.

Friendly Callers	FY 2022	FY 2023
Number of volunteers	27	17
Number of community members	36	28
Number of phone calls	928	378
Hours invested in calls	473.1	147.75
Quality of phone calls ("Excellent" or "Pretty Good")	97.16%	97.01%

Community Partners:

Florida Blue, Florida Hospital Association, Hope Street Inc., Kids Hope Alliance, Partnership for Child Health, Starting Point Behavioral Healthcare

Priority III. Maternal and Child Health

Maternal and Child Health

Baptist Nassau committed to addressing the health of women during pregnancy, childbirth, and the postnatal period. Each stage should be a positive experience, ensuring women and their babies reach their full potential for health and well-being.

Goal:

Zero preventable deaths. Zero health disparities.

Strategies:

- ❖ Partner with the Northeast Florida Healthy Start Coalition to address the needs of mothers and babies, including program and policy solutions.
- ❖ Expand WELLcome Home initiative to Nassau in 2023.
- ❖ Offer classes increasing awareness of safe sleep practices and CPR to expectant mothers.

Northeast Florida Healthy Start Coalition

The Northeast Florida Healthy Start Coalition, Inc. was organized in 1991 as part of a statewide network of community-based organizations to reduce Florida's high infant mortality and improve the lives of pregnant women and their families. To achieve this, the Healthy Start Coalition conducted initial intakes of infants and pregnant women to assess their needs.

Healthy Start Coalition Outcomes	FY 2022	FY 2023	FY 2024
Number of intakes conducted with infants and pregnant women	207	236	510
Number referred for services	188	224	254
Number enrolled in Nurse Family Partnership – an evidence-based home visiting model for pregnant women	1	2	1
Number enrolled in Healthy Families Florida – a program that prevents abuse by empowering families to create safe, stable, nurturing homes where their children thrive	7	4	9
Number enrolled in Healthy Start - a program that helps pregnant women, babies, and their families with services that can help them have a health birth outcome	86	108	139

THE PLAYERS Center for Child Health

THE PLAYERS Center for Child Health at Wolfson Children's, through Safe Kids Northeast Florida programs such as "First Year Baby Safety Essentials," helped mothers keep infants safe and secure during their first months. The programs taught the basics of safe sleep, CPR and choking procedures for infants, first aid, unintentional injury prevention, and other important baby care information for new mothers.

Maternal and Infant Health Education	FY 2022	FY 2023	FY 2024
Number of adults provided with safe sleep education	456	970	671
Number of participants in "First Year Baby Safety Essentials"	92	495	630

WELLcome Home

WELLcome Home is a maternal and newborn program that provided all mothers who resided in Jacksonville, FL a complimentary follow-up call from a Baptist Health nurse within 3-5 days of their hospital discharge to check in on mother and infant at no-cost. A nurse supported the mother with any post-discharge care recovery; referred the mother

to any additional resources, services, and/or follow-up appointments (ex: Baptist Health Maternal Mental Health); and provided all mothers with infant safe sleep, feeding support and education, home and car safety educational reminders, and tips and warning signs for both mother and baby. The program began at Baptist Jacksonville in February 2020 before expanding to Baptist Beaches in March 2022, Baptist Clay in August 2023, and Baptist South in August 2023. Outreach efforts also expanded to include families with fetal demise or infants discharged from the NICU.

Baptist Systemwide WELLcome Home	FY 2022	FY 2023	FY 2024*
Calls placed to mothers	1,311	7,354	7,997
Mothers participating in WELLcome Home	758 (57.8%)	3,772 (51.3%)	5,598 (70%)

*Because of a reporting issue in the Epic electronic health record, only estimates for the healthcare system were able to be pulled.

Vision

Public schools currently conduct vision screenings in grades K, 1, 3, and 6. Based on data from Vision is Priceless, approximately 20% of students failed a vision screening, and in low-income schools, 78% of the students failed a vision screening two consecutive years. This indicated they did not receive a vision exam and glasses, if needed. Baptist Nassau aimed to address this need for its students in Nassau County.

Goal:

All children can see.

Strategies:

- ❖ Provide access to screenings, exams, and glasses for children in need

Vision is Priceless

Vision is Priceless worked to assess, sustain, and improve the visual health of children and adults in Northeast Florida through education, vision screenings, treatment, and referrals. It was founded to fulfill the need for vision screenings and to provide access to vision care, including eye exams, prescription glasses, and specialty care, for the uninsured and underserved.

Nassau County Vision Services	FY 2022	FY 2023	FY 2024
Number of children receiving vision screenings	1,227	1,110	1,071
Number of children referred for a comprehensive exam	83 (67.6%)	83 (74.8%)	57 (53.2%)

Community Partners:

Northeast Florida Healthy Start Coalition, Safe Kids Northeast Florida, THE PLAYERS Center for Child Health, Vision is Priceless

Priority IV. Social Determinants of Health

While the traditional role of health care is to treat patients’ physical symptoms and medical conditions, clinical care accounts for only about 20 percent of an individual’s health outcomes. An individual’s habits and behaviors account for about 30 percent of that person’s quality and length of life. The social, economic, and environmental factors, also known as the social determinants of health (SDOH) determine 50% of an individual’s health outcomes, and they affect an individual’s ability to stay healthy and recover from illness, manage chronic conditions, and maintain overall well-being.

Goal:

Address social needs that prevent people from achieving optimal health.

Strategies:

- ❖ Increase employment opportunities.
- ❖ Increase access to healthy food.
- ❖ Ensure seniors have access to in-home and other supports for health and wellbeing.
- ❖ Implement Findhelp (Aunt Bertha) referral system for patients and community members.

Access to Food

The USDA defines food insecurity as the limited or uncertain availability of nutritionally adequate and safe foods or limited or uncertain ability to acquire acceptable foods in socially acceptable ways. Baptist Health attempted to address this need by working with community partners and Barnabas Center.

THE PLAYERS Center for Child Health	FY 2022	FY 2023	FY 2024
Families assisted with Supplemental Nutrition Assistance Program (SNAP)	1,274	1,466	1,733
Safety Net Clinics	FY 2022	FY 2023	FY 2024
Clients screened for food insecurity	317	130	120

Employment Opportunities

Baptist Health, through the Healthcare Anchor Network and local organizations like Lift Jax, worked on strategies to connect residents of economically disadvantaged neighborhoods to quality jobs and career pathways. Through outside-in hiring pipelines, individuals with barriers to employment would have specific entry points for high-demand jobs through training and skills development.

From FY 2023-2024, Baptist Health hired a total of **1,088 individuals** from the zip codes of 32206, 32208, 32209, 32210, and 32244, which have some of the lowest life expectancies in northeast Florida. This represented above 12% of all new hires.

Training programs, such as the Certified Nursing Assistant Training Program at the Baptist Health Clinical School, also offered opportunities for residents to enter the healthcare field. From FY 2023-2024, the program saw five cohorts with 77 community participants completing the program, of which **52 new CNAs** were hired.

Findhelp

Findhelp is a social care network that connects people seeking help and verified social care organizations that serve them. It thus made it easy for people to find social services in their communities, for nonprofits to coordinate their efforts, and for customers to integrate social care into the work they already do. Implementation of Findhelp occurred through the summer of 2022 as the Epic electronic health record system was being set up for a late July start. **Eighty organizations received 123 referrals** from May 2022 to September 2024.

Seniors

To continue addressing priorities in the previous 2019 CHNA, Baptist Nassau worked with local organizations that provided seniors with additional supports.

The Home Health Retention program provided home health aides and CNAs to care for homebound seniors. The care included but was not limited to bathing, grooming, meal preparation, prescription pick-up, shopping, reading mail, doctor's visit escort, companionship, and respite.

Home Health-Aide			
Nassau Council on Aging	FY 2022	FY 2023	FY 2024
Number of seniors with in-home care and medication management	207	128	116

Transportation is another need that allowed seniors to remain independent and active. Nassau Council on Aging's NassauTRANSIT continued to address a need expressed in the prior CHNA. The organization saw a 90.9% average increase in monthly rides from FY 2022-2024, as it assisted 533 seniors by FY 2024.

Transportation			
Nassau Council on Aging	FY 2022	FY 2023	FY 2024
Number of unduplicated seniors	237	469	533
One-way segment rides	4,334	9,254	8,266
Average rides per month	361	771	689

Community Partners:

Barnabas Center, CareerSource, Findhelp, Nassau Council on Aging

Appendix

Priority: Access to Care		
Goal: Increase access to health services for uninsured and underinsured people in the Baptist Nassau service area.		
Strategies	Metrics/What we are measuring	Partnering/External Organizations
Continue partnership with organizations to increase access to care.	<ul style="list-style-type: none"> Number of people served Evaluate health and wellness of participants in diabetes, hypertension, and mental health 	<ul style="list-style-type: none"> Barnabas Center
Continue partnership with Starting Point to increase access to behavioral health treatment	<ul style="list-style-type: none"> Number of people engaging in treatment Evaluation of health and wellbeing of patients in mental health 	<ul style="list-style-type: none"> Starting Point Behavioral Health
Goal: Ensure Nassau County seniors have access to care.		
Strategies	Metrics/What we are measuring	Partnering/External Organizations
Continue partnership with Nassau County Council on Aging to provide transportation to doctor's appointments and errands.	<ul style="list-style-type: none"> Number of trips provided Number of flu shots given 	<ul style="list-style-type: none"> Nassau Council on Aging
Goal: Increase knowledge of chronic diseases and where to access services.		
Strategies	Metrics/What we are measuring	Partnering/External Organizations
Provide community partners with education on chronic diseases	<ul style="list-style-type: none"> Educational opportunities provided Number of people educated 	<ul style="list-style-type: none"> Jewish Community Alliance Wellness Connexion Healthy Living Centers

Priority: Mental and Behavioral Health

Goal: A healthy community with easy and timely access to high quality mental and behavioral healthcare services when needed.

Strategies	Metrics/What we are measuring	Partnering/External Organizations
Continue offering evidence-based trainings proven to reduce stigma of mental illness and help people access care (Adult Mental Health First Aid, Youth MHFA, Teen MHFA, and/or QPR).	<ul style="list-style-type: none"> Number of people trained in adult MHFA by 2024 1,000 students trained in teen MHFA, QPR and/or YMHFA Evaluate participant satisfaction 	<ul style="list-style-type: none"> Starting Point Behavioral Health THE PLAYERS Center for Child Health
Convene a leadership task force of providers, elected leaders, and people with lived experience to prioritize identified opportunities and develop a plan for action	<ul style="list-style-type: none"> Measure crisis calls (schools, EMT, police) Evaluate the impact of each initiative according to its focus Rate of behavioral health ED visits 	<ul style="list-style-type: none"> Hope Street Kids Hope Alliance The Partnership for Child Health
Host community-wide conferences on mental health to reduce stigma and barriers to care.	<ul style="list-style-type: none"> Number of people attending the conference Satisfaction surveys 	<ul style="list-style-type: none"> City of Jacksonville Florida Blue Florida Hospital Association
Beginning in 2022, participate in Project Save Lives to provide access to peer support for ED patients with mental health and substance use disorder for the purpose of getting them into treatment.	<ul style="list-style-type: none"> Percentage of identified people who met with peer specialist Percentage of people who enter treatment Percentage of people who did or didn't consent to services and are readmitted into ED 	<ul style="list-style-type: none"> Starting Point Behavioral Health

Goal: Decrease isolation of seniors.

Strategies	Metrics/What we are measuring	Partnering/External Organizations
Develop phone friendships between seniors through a Friendly Caller program.	<ul style="list-style-type: none"> Number of volunteers in program Number of seniors in program Number of phone calls Total time invested in calls Quality of phone calls (reported by volunteers) 	

Priority: Maternal and Child Health		
Goal: Zero preventable deaths. Zero health disparities.		
Strategies	Metrics/What we are measuring	Partnering/External Organizations
Partner with the Northeast Florida Healthy Start Coalition to address needs of mothers and babies, including program and policy solutions.	<ul style="list-style-type: none"> • Infant mortality • Pre-term births • Low Birth-weight babies 	<ul style="list-style-type: none"> • Northeast Florida Healthy Start Coalition
Expand WELLcome Home initiative to Nassau in 2023	<ul style="list-style-type: none"> • Number of mothers connected through phone and/or in-home support 	<ul style="list-style-type: none"> • THE PLAYERS Center for Child Health
Offer classes increasing awareness of safe sleep practices and CPR to expectants mothers.	<ul style="list-style-type: none"> • Number of participants to class 	<ul style="list-style-type: none"> • Safe Kids Northeast Florida • THE PLAYERS Center for Child Health
Goal: All children can see		
Strategies	Metrics/What we are measuring	Partnering/External Organizations
Provide access to screenings, exams, and glasses for children in need	<ul style="list-style-type: none"> • Number of screenings, exams, and glasses provided • Percentage of students who failed a vision screening, who received an eye exam, and who received prescription glasses • Number and percent of students who fail vision screenings multiple years. 	<ul style="list-style-type: none"> • Vision Is Priceless

Priority: Social Determinants of Health		
Goal: Address social needs that prevent people from achieving optimal health.		
Strategies	Metrics/What we are measuring	Partnering/External Organizations
Increase employment opportunities	<ul style="list-style-type: none"> • Percentage of people hired in low life expectancy zip codes 	<ul style="list-style-type: none"> • CareerSource
Increase access to healthy food	<ul style="list-style-type: none"> • Percentage of identified FQHC and free clinic patients screened for food insecurity • Percentage of patients connected with food assistance programs • Number of home-delivered food boxes or meals 	<ul style="list-style-type: none"> • Barnabas Center
Ensure seniors have access to in-home and other supports for health and wellbeing	<ul style="list-style-type: none"> • Number of meals provided • Percentage of seniors who need food assistance and are receiving meals • Percentage of seniors needing in-home medical services and receiving them 	<ul style="list-style-type: none"> • Nassau Council on Aging
Implement Findhelp (Aunt Bertha) referral system for patients and community members	<ul style="list-style-type: none"> • Number of organizations receiving referrals through Findhelp 	<ul style="list-style-type: none"> • Findhelp