

# Medical Mission

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*at Home*

*Providing health services, medical assessments, screenings, and interventions as well as supportive care, including pharmacy services, spiritual and behavioral health, and referrals to meet individual and community health needs.*



Ascension Medical Mission at Home events proactively reach individuals who are struggling, uninsured, and desperately in need of healthcare services.

Even with passage of the ACA, the challenges of 100% coverage and 100% access remain. Some people still are not receiving the care they need. The Ascension Medical Mission at Home helps to deliver our mission beyond the walls of facilities, assess and meet our community health needs, and benefit those in our communities who are still struggling.

Every Medical Mission at Home is unique in how it serves local communities. It doesn't take a lot of time or financial commitment to make a big difference in the lives of the people you serve. We've identified five essential steps to begin building lasting relationships and individual impact through your Medical Mission at Home.

## **Step 1: Foundation — Identify the Needs of Your Community**

This step helps identify the true and unmet needs in your community and will guide you as you develop your MMAH event. Your Community Health Needs Assessment (CHNA) documents and prioritizes the community's most pressing needs and is completed in collaboration with key community partners with input from community members.

An agreement with partners to host an event should be finalized at least six to eight months prior to your event. During the process, your team will forge new relationships, deepen existing relationships with partners, and expand your commitment to helping those most in need.

## **Step 2: Collaboration — Find Partners and Build Relationships**

With the understanding of your community's strengths and needs, it's time to engage key community leaders and experts along with those to be served as stakeholders in planning, implementing, and evaluating your Mission. Many of these individuals will likely be those who participated in your CHNA process.

Community stakeholders know the strengths and weaknesses of the area and have access to resources that can address those concerns. Build these relationships at least three to six months before your Medical Mission at Home.

## **Step 3: Implementation — Prepare for and Promote Your Event**

Successful Medical Mission at Home events require planning and teamwork. This step involves creating a steering committee or co-chairs to set the vision and serve as champions and cheerleaders for the initiative. A planning committee should represent the collaborative partners and stakeholders (outlined in Step 2). The committee also can include community liaisons, those working on facilities management (including identifying a location), communications, marketing, outreach, clinical support, and transportation of patients.

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The toolkit provided offers resources to make this step easy and efficient. It provides guidance, templates, and examples to help you create timelines, handle logistics, estimate budgets, prepare sites, find social services, assess patients, schedule appointment, and plan for triage, as well as many other helpful tips.

#### Step 4: Action — Plan Your Day-of Strategy (and Make It a Success!)

The event day strategy includes logistical planning — from set up to break down to follow up. This step will give you the tips and tools you need for volunteer management, location logistics, contingency planning, media relations, event run of show, patient registration, navigation, assessment and referral, and more. Promotional and marketing materials also are included here.

Choose from timelines and templates that fit your specific needs — and use the recommended committee structure to ensure accountability and responsibility for the effective and efficient implementation of your event.

#### Step 5: Evaluation — Measure What Worked (and Thank Your Supporters)

The cornerstone of a Medical Mission is the measurement of its results and impact on the community. It is important to record the number of individuals who were served, the number of volunteers, and the number of collaborative partners, among other metrics.

Two ultimate objectives of a successful Mission are to improve access to care and fulfill our commitment to Healthcare That Leaves No One Behind, which can be demonstrated by documenting assignment to a medical home and access to health insurance. **The following are recommended:**

1. Patients have documented visits to primary care providers after the Mission took place.
2. Patients are enrolled in an insurance plan, such as Medicaid or through the healthcare marketplace.

As partners, you are well positioned to continue to serve your community together. Don't forget to personally thank all of the volunteers, partners, experts, and healthcare providers who helped achieve the goals of your Medical Mission at Home!

#### Time to Make a Difference

Please join us to truly serve those who are struggling the most. Contact [mary.paul@ascension.org](mailto:mary.paul@ascension.org) for more information about getting started with your Medical Mission at Home!

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For more information or to volunteer, visit us online at [www.medicalmissionathome.org](http://www.medicalmissionathome.org)

