

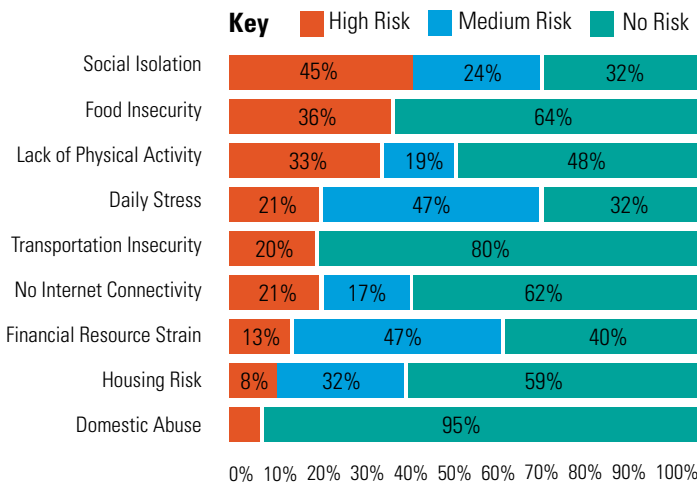
Health Opportunity Partnership Empowerment

The **Institute for H.O.P.E.™** is a catalyst of change for our health, neighborhoods, economy and future.



From April through June 2020, we screened **4,245** patients for social determinants of health, bringing our total to **12,340**. With those responses, we're able to better assess the needs of our patients and connect them with the services that will help address those needs and improve their overall health.

Social Needs Screening Results



Digital Connectivity

Now more than ever, internet access is necessary for much of our day-to-day lives, yet a staggering number of Cleveland-area households, including most Medicaid recipients, are not connected. The **Institute for H.O.P.E.™** has responded by convening several community partners dedicated to addressing this digital connectivity issue and efforts are underway to connect **1,000** households in the Greater Clark Fulton neighborhood with subsidized internet, a device, and digital literacy training.

Valued Partners: AT&T, Cleveland Metropolitan School District, Cuyahoga Metropolitan Housing Authority, Digital C, Dollar Bank, Esperanza, MCPc, MetroWest Community Development Organization, US Communications

Food As Medicine

A lack of access to healthy and affordable food is a major contributor to poor health outcomes. To address this issue, MetroHealth operates a Food As Medicine clinic, at our Main Campus location. Eligible patients are food insecure and have an uncontrolled chronic illness that can be brought under better control through a healthier diet. They can receive healthy foods twice monthly, as well as nutrition education from a diet technician. This quarter, **77** patients made **240** visits, and a home delivery option was initiated. Preliminary outcomes indicate increased consumption of fruits and vegetables, decreased fast food consumption and increased attention to food labels among participants.

Valued Partner: Greater Cleveland Food Bank

Unite Us Partnership

The **Institute for H.O.P.E.™** leads the way in bridging the gap between health care and social services, to address the social determinants of health.

In June 2020, MetroHealth partnered with **Unite Us**, a technology company, to connect health care and social care providers through a shared electronic resource referral platform. The Unite Us platform allows for efficient electronic referrals to and between social service organizations to meet the health-related social needs of our patients and track the outcomes. The tool will be operational later this year. More details are available at metrohealth.org/uniteus

Report to the Community Through July 18, 2020

Safeguarding the most vulnerable: The Institute for H.O.P.E.™ response to COVID-19

The **Institute for H.O.P.E.™** has activated an innovative and timely response to distribute emergency food, supplies, and support to address the basic needs of those most affected by the COVID-19 pandemic.

By directly tackling the social conditions that increase risk for infection and negative outcomes, we helped to combat COVID-19 and flatten the curve.



Over **\$106,00** raised for our **Helping Hand Fund**, to support the purchase and delivery of food, supplies, medication and other assistance related to COVID-19

Valued Partners: Numerous businesses and individuals contributed generously.



Over **1,212** home deliveries of food and other household/personal care supplies to patients advised to quarantine, discharged from the hospital, patients of our Food As Medicine clinic, and other vulnerable groups



613 grocery and meal gift cards distributed to patients

Valued Partner: MedWorks



180 meals provided to quarantined homeless individuals

Valued Partner: Northeast Ohio Coalition for the Homeless



Over **900** care packages of essential supplies assembled for people experiencing homelessness, survivors of domestic violence, and new parents and babies

Valued partners: Domestic Violence and Child Advocacy Center, First Year Cleveland, Lutheran Metropolitan Ministry, YWCA of Greater Cleveland



760 follow-up calls to patients screened at-risk for social isolation



63 faith-based comfort calls



501 “warm line” calls, to provide emotional support for patients, family, and employees in quarantine



42 group Resilience Circles with a total of **125** participants to support helpers in the health and social services



Courtesy of the Laquatra family

Kaiser Health News Highlights Institute for H.O.P.E.™ COVID-19 Relief Work

When Andrea Laquatra became ill with COVID-like symptoms she feared for her health, her family, and with limited income, about how they would meet their basic needs while quarantining. After calling MetroHealth’s COVID hotline, she received not only the help she needed to

address her physical symptoms and get well, but also **Institute for H.O.P.E.™** deliveries of toiletries, food and diapers, and connections to local resources to help keep her family safe at home. Read the full story here at [KHN.org](https://www.khn.org)