

Maine Medical Center (MMC), Preble Street and Portland Community Partners Integrated Underserved Learning & Care Collaborative

Bayside is one of Portland, Maine's most vulnerable neighborhoods, home to a diverse, medically underserved population. Bayside is also a community where Maine Medical Center has established strong community partnerships, resulting in a solid foundation upon which to build a sustainable, systems-based collaboration among the many people and agencies who share a mission to serve this vulnerable population, including those experiencing homelessness or are at risk of homelessness.

Historically, Bayside has been a longstanding mixed-use neighborhood of warehouses, scrapyards, small businesses and families. Today, the neighborhood is a mix of families and singles, young and old, immigrants and Mainers, old and new development, and has an active neighborhood association and social service agencies. It is considered one of the most diverse census tracts in Maine as well as among the poorest. Many of the community and social services agencies in this neighborhood are focused on low-income and homeless populations, including a soup kitchen, adult and teen day shelters, emergency night shelters, and the City's General Assistance (local cash assistance program) office.

Bayside Neighborhood Facts:

- 2012 unemployment rate of 21.8% – age 16 and over
- 2012 median age of 34 compared to Maine median of 44.1
- 2012 median income of \$10,898 – the highest level of poverty in Portland
- Designated Health Professional Shortage Area for those experiencing homelessness
- “Hot Spot” of loitering, drug & alcohol related crimes, prostitution and high-utilization of health services

Through an enhanced strategic affiliation with Preble Street - <http://www.preblestreet.org> - a Portland based service organization located in the heart of Bayside, MMC proposes the development of an Integrated Underserved Learning & Care Collaborative (the Learning Collaborative). Preble Street has a national reputation for providing comprehensive services to people experiencing homelessness. Formulated in response to a recent needs assessment of the community of people aged 13 and older, the Learning Collaborative seeks to provide clinical services to the Bayside clients to address same-day medical needs and, to facilitate coordination of their care along the continuum, including access to a consistent medical home. Clinical services will be provided by an onsite nurse practitioner, complemented by MMC primary care residents, medical students from the MMC Maine Track program, nursing, pharmacy and social-work students. MMC's Homeless Health Partners case management team will be co-located at the Preble Street site.

The Learning Collaborative seeks to address identified gaps in care as listed below:

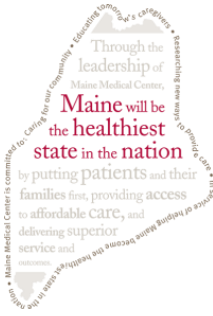
walk-in, no barrier access to care	triage/urgent/follow-up care	wound care services
mental health services	substance abuse treatment	additional respite options

The intended outcome of the Learning Collaborative is to improve clients' health status by minimizing fragmentation of care of this high-need, high-cost population and to extend outreach to these vulnerable populations where they live. By providing experiential educational opportunities for our learners, we expect to increase our understanding of health disparities and the needs and care of the homeless in our community.

As an 'educational hub', the Learning Collaborative supports a curriculum grounded in a system of care and a public health framework. We believe this learning and caring opportunity will provide an introduction and foundation for a lifetime of care and service to underserved and vulnerable populations. The interest from the learners is evident; in this academic year an inter-professional student group has organized themselves and its members are currently volunteering their time to work in the community, while attempting to answer the question: *What are the barriers to care of Portland's homeless and chronically ill population?* Below is an account of one student's experience at Preble Street.

On her first day at Preble Street, a third year Maine Track medical student worked with the case manager to help a client with his prescription refills. The client speaks Spanish, but cannot read or write. The student was quick to point out that the client had been prescribed the same medication twice – one generic, the other not – which looked to the patient like two very different medicines. With the student's help, the case manager called the pharmacy to get the duplicate medication reconciled and to add an alert of the client's literacy limitations to the system.

Maine Medical Center



Incorporated in 1864, Maine Medical Center is Maine's largest medical center, licensed for 637 beds and employing more than 6,000 people. Maine Medical Center's unique role as both a community hospital and a referral center requires an unparalleled depth and breadth of services, including the [state's only allopathic medical school](#), through a partnership with Tufts University School of Medicine, and a world-class biomedical research center, the [Maine Medical Center Research Institute](#).

Our care model includes the state's largest multispecialty medical group, [Maine Medical Partners](#). Maine Medical Partners provides a wide range of primary, specialty, and subspecialty care delivered through a network of more than 40 locations throughout greater Portland. Maine Medical Center is the flagship hospital of MaineHealth, a 12-member health system touching central, southern, and western Maine and eastern New Hampshire. The strength of the health system, anchored by Maine Medical Center, enables its members to invest in shared programs and services that improve the quality of care while reducing costs, whenever possible. As a nonprofit institution, Maine Medical Center has provided more than \$190 million annually in community benefits, delivering care to those who need it, regardless of their ability to pay.

[Residencies and Fellowships](#)

The Department of Medical Education manages 12 residencies and 8 fellowships, all approved by the Accreditation Council for Graduate Medical Education. Our programs offer post-graduate training to over 240 residents and fellows.

Preble Street

Each and every day more than 1,100 meals are served to homeless and low-income adults, children, and families at eight Preble Street Soup Kitchens, which operate at the Resource Center, the Teen Center, and at Florence House (a residential shelter for women). Unfortunately, the number of clients requiring these services has increased dramatically in recent years.

In 1975 Preble Street was founded as a neighborhood center to involve and empower homeless and low-income residents. Preble Street was the first agency in Maine to recognize that homeless people needed a place to stay during the day and has operated a day shelter since 1981, providing free meals and access to clothing, phones, bathrooms, mail, and linkage to community resources for housing, healthcare, mental health treatment, employment and more.

Working together to meet the immediate and long-term needs of the homeless and low-income residents of Greater Portland, Preble Street has developed a unique collaborative partnership of private and public agencies and consolidated three soup kitchens, a food pantry, the City of Portland Homeless Healthcare Clinic, a day shelter, social services, a housing location program, and a homelessness prevention program. In 1996 a Teen Center was added and expanded to include overnight shelters for homeless youth and women in 2004 and 2007, respectively. The first permanent low-barrier supportive housing for chronically homeless adults in Maine - Logan Place - was opened in 2005, as well as casework support for previously homeless families in community-based housing.

Our Community Partners

Mercy Hospital
Portland Public Health
Portland Community Health Center (FQHC)
University of New England College of Osteopathic Medicine
VA Maine Healthcare System

About our State

- The City of Portland is home to approximately 66,667 people. Portland is Maine's largest and most diverse city
- Portland has been a federally designated primary refugee relocation site for more than 30 years
- In 2013 Maine ranked 50th in the nation for total job growth
- The 2013 Poverty Rate for Maine residents was 13.6% - 33% are female heads of household
- According to Americas Health Rankings 2015 Maine ranked 15th in the nation as compared to 20th in 2014
- Portland is considered a low crime city; recently there has been a 26% increase in drug and alcohol related calls