

2017 Access to Quality Dental, Health, Mental Health & Substance Abuse Care Report for the 2014-2019 Action Plan

Health Factor IV: 35	Access to Quality Dental, Health, Mental Health and Substance Abuse Care	Problems with insurance coverage, waiting times, lack of support outside medical settings		Goal:	Less delayed or inappropriate treatment, oral pain, stress, depression and other mental health disorders	
Problem Area	Strategic Goal	Strategy	Activity	Resources	Measures	Achieved
Population experiences high rates of chronic depression and other mental health disorders	Increase access to behavioral health resources throughout the region	Increase the availability of mental health services and providers	Advocate for improved reimbursement rates and coverage of wrap-around services	Southcoast Hospitals PACT program employees to maintain on-line directory	Numbers of persons involved in the advocacy process; increase in reimbursement rates; expansion of coverage to include wrap-around	Count of persons; documentation of rate increase and coverage expansion
17: Southcoast staff have developed and maintain an very complete and searchable on-line directory of behavioral health services (Behavioral Health Connect)						

Health Factor IV: 36	Access to Quality Dental, Health, Mental Health and Substance Abuse Care	Problems with insurance coverage, waiting times, lack of support outside medical settings		Goal:	Less delayed or inappropriate treatment, oral pain, stress, depression and other mental health disorders	
Problem Area	Strategic Goal	Strategy	Activity	Resources	Measures	Achieved
Population experiences high rates of chronic depression and other mental health disorders	Increase access to behavioral health resources throughout the region	Development of a single intake and screening tool to identify needs for services that could be universally used by multiple agencies and service providers	Develop prototype of an inter-agency referral tool to be used by multiple service providers	Prevention and Wellness Trust Fund SHIFT Project for two zip codes each in Fall River and New Bedford	Development of electronic referral system	Documentation of electronic referral system developed in conjunction with MA DPH
17: Though it was a goal of the Prevention and Wellness Trust Fund (SHIFT Program in New Bedford) to develop an on-line secure referral system for multiple agency use, the 4-year project ended without reaching that goal but new funding is being sought to continue the program.						

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Health Factor IV: 37	Access to Quality Dental, Health, Mental Health and Substance Abuse Care	Problems with insurance coverage, waiting times, lack of support outside medical settings		Goal:	Less delayed or inappropriate treatment, oral pain, stress, depression and other mental health disorders	
Problem Area	Strategic Goal	Strategy	Activity	Resources	Measures	Achieved
Population experiences high rate of poor dental hygiene	Provide education, especially to parents and children to teach dental hygiene	Increase the numbers of presentations on dental health at public venues	Include dental hygiene education in all Partners tableing events	HealthFirst Dental Hygiene Program	Numbers of presentations to parents and children in public venues	Count of presentations
17: Dental hygiene providers have tabled at nearly all of the Family Fun Night events in Fall River, Somerset and Westport schools.						

Health Factor IV: 38	Access to Quality Dental, Health, Mental Health and Substance Abuse Care	Problems with insurance coverage, waiting times, lack of support outside medical settings		Goal:	Less delayed or inappropriate treatment, oral pain, stress, depression and other mental health disorders	
Problem Area	Strategic Goal	Strategy	Activity	Resources	Measures	Achieved
Public transportation system makes accessing medical, dental and behavioral health services difficult	Reform current SRTA bus system to make it more responsive to consumer needs	Make route and schedule changes and add Saturday and Sunday hours; eliminate language barriers	Advocate for improved transportation system through local groups	Coalition for Social Justice; United Interfaith Action	Improvements in bus schedule and routes	Documentation of schedule and route changes
17: Limited bus transportation is now available on Sundays. Buses are also available for workers at Amazon. Mike Coughlin continues to work with Bus Riders United to expand service, particularly in evening hours.						