



January 21, 2019

NHRMC Pilot Program with Help Hub

Wilmington, NC – The Help Hub at the Harrelson Center has partnered with New Hanover Regional Medical Center in a pilot program to gain deeper understanding of health and wellness concerns in highly populated area of New Hanover County, downtown and metropolitan Wilmington. The program began in 2018 and will continue to assist in overcoming obstacles to accessing resources for preventative and primary care and provide opportunity to improve health outcomes.

NHRMC has mission of “Leading the community to outstanding health.” The Harrelson Center and nonprofit Partners lead people to hope, opportunity, and empowerment. Situational and chronic health issues can be a barrier. Neighbors most frequently visit the Help Hub seeking financial assistance with household bills to avoid disconnection or eviction. Unstable living conditions, medical challenges, and disabilities contribute to financial crisis. Medical concerns are often discussed with Help Hub volunteer advisors when they meet with neighbors to determine financial assistance and connect them with community partners. Knowledgeable healthcare assistance and connections with pharmaceutical and professional care increases value of services offered at Help Hub and provides feedback to NHRMC about community health challenges. With pilot program, Health Navigator Katherine Bryant, Pharm D at NHRMC, is available to meet privately with neighbors to assess immediate and ongoing medical issues while they are visiting the Help Hub.

During a typical morning, Bryant meets with neighbors to listen to their health-related issues, assess potential solutions, and develop an action plan with each person. For example, clients may have difficulty consistently accessing primary care resources and affording their medication, which often leads to issues with medication adherence. Efforts to make medication last longer before paying for a refill or visiting the doctor to issue medication refills could create health crisis. When this scenario happens with blood pressure medication, long term uncontrolled high blood pressure can damage important organs such as the heart, brain, kidneys, and eyes. Bryant can take blood pressure, assess medication adherence, and emphasize the importance of controlling hypertension. She refers patients to primary care that fits their clinical and financial situation and addresses copays with Help Hub director to cover those costs.

"With my position as the Health Navigator at the Help Hub, New Hanover Regional Medical Center is using its resources to reach out and have a positive impact our community health. I am so humbled by our clients' perseverance, and I am honored to help them navigate health care services in Wilmington," says Bryant.

The Help Hub has quickly seen benefits of Bryant's assistance and is grateful for the collaboration. Neighbors have been helped through connections that were not previously known, and efficiency has increased for more people to be advised. This service has been essential with increased volume of neighbors being advised since Hurricane Florence. “Determining the best course of action in navigating health-related services or vital prescription needs was difficult for our neighbors and time consuming for our volunteers,” commented Help Hub director Sonja McFarland, “Relying on Katherine's expertise and diligence in prioritizing our neighbors' health care needs is a blessing.”

NHRMC is excited about partnership and looking forward to knowledge gained about health needs of the general public and finding ways to direct people to medical help before they arrive in the emergency room. “With our new mission, we

are looking for innovative opportunities to partner in new and different ways with organizations like the Harrelson Center, who are experts at connecting community members with resources. We want to extend our reach and get out into the community and meet our patients where they are, with the ultimate goal of helping them achieve outstanding health,” states Laurie Whalin, VP, Clinical Support Services.

ABOUT THE HARRELSON CENTER FOR NON-PROFITS

Jo Ann Carter Harrelson Center is a nonprofit campus centrally located in downtown Wilmington that provides nonprofit organizations with office and meeting space and essential services to promote financial stability while the nonprofits focus on their unique humanitarian missions, such as housing, employment, education, safety, recovery, and spiritual and mental health. Services to support nonprofit Partners include below market rent, paid utilities, parking and security, networking and educational opportunities, marketing and promotions, and volunteer and donor recruitment. The Harrelson Center currently has 12 on-campus partners, seven off-campus associate partners, and many connections and synergies with local business, government, nonprofit, and faith based organizations. The Unlock Hope capital campaign is fundraising to renovate 25,000 square feet of additional campus to support our nonprofit community and those we serve and empower. The Center is a 501c3 and receives funding through donations, grants, and rentals. We welcome community to drop in or join tour on every first Tuesday at 11 am monthly or by scheduled appointment.

The Harrelson Center runs Help Hub direct services program Tuesday-Thursday mornings 9-12 to assist with walk-in emergency needs, such as shelter, transportation, utility and medical bills. Help Hub receives emergency assistance funding from member churches and organizations and individual donors and connects neighbors with Harrelson Center partners and community resources.

For list of partner missions and more about the Harrelson Center, please visit our website at www.HarrelsonCenter.org.

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NHRMC Health Navigator Katherine Bryant and Help Hub Director Sonja McFarland at Help Hub at the Harrelson Center, 20 N. 4th St. Suite 100, Wilmington, NC 28401