



Holyoke Medical Center Community Benefits

2024 KEY ACCOMPLISHMENTS

2,950
meals
served in the
community
(+9% over 2023)



399 patients were able to receive their blood testing at home due to mobility issues, and a total of **6,441 offsite draws** were completed through community partners, such as the Veterans' Home at Holyoke



School Based Health Clinics accommodated **2,160 visits** from teen patients at Holyoke High School North, Holyoke High School Dean and William R. Peck Middle School

47

Accountable Care Organization (ACO)
patients referred to Wayfinders and secured housing



An average of **304** people visited the **Holyoke Farmers Market at HMC** each week with **5,173 total attendees** over the 17-week period



HMC Financial Counseling assisted **699** applicants with access to healthcare insurance (an increase of 48% over the previous year)

Addiction Consult Services treated over **1,300 patients**, with 58% seen through the ED, 19% due to overdose, and dispensed **788 doses of Take Home Naloxone**



Two community shuttles served more than **16,000 patients**



39 volunteers aged 16 to 85 years old assisted in 20 areas throughout HMC for a total of **1,555 hours**



Nursing students spent over **46,000 hours in internships** on campus (an increase of 380% over the previous year)

Coordinated over **2,200 Lyft** rides



Valet parked **15,871 cars**

HMC **door-to-door transportation service** served more than **4,400 patients**



Provided interpretive services in **39 languages** with **40,000 encounters**.

Over 90% of these patients prefer Spanish, followed by Haitian Creole, Russian, American Sign Language (ASL) and Polish.



100 mothers going back to school for their **HiSET** along with their babies received care through a HMC Family Nurse Practitioner at **The Care Center**



284 patients received uncompensated legal proceedings

434 employees participated in Adopt-a-Family where **141 children** received **564 gifts, 67 grocery store gift cards** and supported **51 area families** in need through the Holyoke Boys & Girls Club



HMC providers spent nearly **8,700 hours** with **Nurse Practitioners and Physician Assistant students** and another **1,100 hours** with students aspiring to be **Physicians**, through a new partnership established with the Frank H. Netter MD School of Medicine at Quinnipiac University.

200,000 educational magazines distributed to area residents



\$16.9 million

The value of Community Benefits contributed by Holyoke Medical Center in 2024.



Holyoke Medical Center
HolyokeHealth.com/CB