



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



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



Valet parked **15,871 cars**

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



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.

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.



200,000 educational magazines distributed to area residents



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

\$16.9 million

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

