

## **Team Osceola Program Summary Report**

Our team has two leadership goals which were identified and achieved. The first goal was to use the community balanced score card model to partner with EMS to improve health access and outcomes for residents with chronic medical conditions while focusing on the social determinants of health. We were able to successfully move our community balanced score card from a theoretical strategy map to a functioning process with real synergy among our partners; in particular EMS and the local Health Leadership Council.

The second goal is to apply leadership skills and group process practices to accelerate progress in the local systems and impact policy change. We are applying concepts such as; systems change, collaboration, relationship building with partners and stakeholder and engaging the community in a shared vision.

Our overall project is to develop a program in collaboration with the EMS which will help identify those citizens who are in need of a medical home, who currently use the EMS and Emergency Room systems for medical and psycho-social needs. We will utilize a patient navigator to provide outreach and health education to ensure that patients are connected to a medical home and other social services.