# What is this tool?

A document to collect a list of the behavioral, clinical and social service resources available in the community. The list is an opportunity for hospitals to identify local services to promptly meet the transitional care needs of patients to help reduce readmissions.

# Who should use this tool?

The MAP program team at your hospital.

# How to use this tool?

Use this document to gather contact information and establish available services of local community-based organizations. Having this information in a comprehensive list facilitates timely post-discharge follow up and monitoring.

| **Type of resource** | **Provider or agency name/phone number** | **Care services provided*****Description of service, capacity and geographic area*** | **Service area (towns or ZIP codes)** | **Agency contact person *Name/number/fax/email*** |
| --- | --- | --- | --- | --- |
| **Clinical services** |
| Behavioral health providers |  |  |  |  |
| Behavioral health clinics |  |  |  |  |
| Primary care providers |  |  |  |  |
| Mental health providers |  |  |  |  |
| Psychiatric centers |  |  |  |  |
| Home health agencies |  |  |  |  |
| Community health centers/Federally qualified health centers |  |  |  |  |
| Health homes |  |  |  |  |
| Hospice homes |  |  |  |  |
| Palliative care providers |  |  |  |  |
| Durable medical equipment providers |  |  |  |  |
| Substance abuse disorder clinics |  |  |  |  |
| Heart failure clinics |  |  |  |  |
| COPD clinics |  |  |  |  |
| Cancer centers |  |  |  |  |
| Dialysis centers |  |  |  |  |
| Pain management providers |  |  |  |  |
| Skilled nursing facilities |  |  |  |  |
| Adult day care programs |  |  |  |  |
| Public health nurses |  |  |  |  |
| Pharmacies |  |  |  |  |
| Urgent care centers |  |  |  |  |
| Dental providers |  |  |  |  |
| Other |  |  |  |  |
| **Social services** |
| Adult protective services |  |  |  |  |
| Office for the Aging |  |  |  |  |
| Aging and disabilities services |  |  |  |  |
| Assisted living facilities |  |  |  |  |
| Housing authority |  |  |  |  |
| Housing with services (i.e., Meals on Wheels) |  |  |  |  |
| Housing and rent assistance |  |  |  |  |
| Homeless shelters |  |  |  |  |
| Emergency housing |  |  |  |  |
| Food banks |  |  |  |  |
| Faith-based food pantry |  |  |  |  |
| Mobile food pantry |  |  |  |  |
| Supplemental Nutrition Assistance Program |  |  |  |  |
| Home Energy Assistance Program |  |  |  |  |
| Legal aid |  |  |  |  |
| Faith-based organizations |  |  |  |  |
| Transportation organizations |  |  |  |  |
| Taxi services |  |  |  |  |
| Rideshare services (i.e., Uber, Lyft) |  |  |  |  |
| **Other services** |
| Financial assistance (charitable funds) |  |  |  |  |
| Domestic violence shelters |  |  |  |  |
| Counseling centers |  |  |  |  |
| YMCA |  |  |  |  |

# References

The elements included in this tool were modified from:

Designing and Delivering Whole-Person Transitional Care. Content last reviewed June 2017. Agency for Healthcare Research and Quality, Rockville, MD. <https://www.ahrq.gov/patient-safety/settings/hospital/resource/guide/index.html>

Berkowitz, Bill, and Eric Wadud. “Section 8. Identifying Community Assets and Resources.” *Chapter 3. Assessing Community Needs and Resources | Section 8. Identifying Community Assets and Resources | Tools | Community Tool Box*, The University of Kansas, 2022, <https://ctb.ku.edu/en/table-of-contents/assessment/assessing-community-needs-and-resources/identify-community-assets/tools>

