

# Ensuring Access to Better Health and Quality of Life Services for Older Adults and Adults with Disabilities

To enable all of us to stay connected to our communities as we age, it's important that we have access to health care and quality of life services that meet our changing needs – in the ways we need them, no matter where we live or what insurance we have.

## WHAT IS THE MARYLAND LIVING WELL CENTER OF EXCELLENCE?

The Maryland Living Well Center of Excellence (LWCE) is a statewide Community Care Hub that connects older adults (age 60+) and adults with disabilities who are Maryland residents to the health care, support, and resources they need for health, wellbeing, and community connection. LWCE works with the Maryland Department of Aging, the Maryland Department of Health, and the Maryland Primary Care Program to increase equity in health care and community services across Maryland.

## WHY DO MARYLAND RESIDENTS NEED THE LIVING WELL CENTER OF EXCELLENCE?

LWCE and partner agencies provide an array of programs and services to help older residents and adults with disabilities manage challenges like chronic health issues, living alone, transition care after hospital stays, and limited mobility. Unfortunately, many people who qualify for these services and programs don't always know about them or have trouble accessing them. LWCE serves as an important partner to clinics and hospitals by helping residents who are Medicaid and Medicare members find the services they need, understand what's required to participate, and manage paperwork or other issues.

## HOW DOES MARYLAND LIVING WELL CENTER OF EXCELLENCE WORK?

- **Forming strong partnerships:** LWCE has strong partnerships with multicultural non-profits, clinics and hospitals, and government agencies, as well as the Statewide Aging Network to help connect older adults and adults with disabilities to a wide range of services and programs.
- **Connecting residents to services:** When health care providers use the Chesapeake Regional Information System for Patients (CRISP), Maryland's Health Information Exchange, to make referrals for residents throughout the state, LWCE helps link individuals to the non-clinical services they need and track what services and programs they are provided with.
- **Providing health education:** LWCE provides evidence-based workshops to equip older adults to manage health issues like diabetes, chronic pain, arthritis, and loneliness or depression. The workshops promote lifestyle changes including healthy eating, exercise, stress management, and counseling.
- **Training providers:** To increase access to workshops, LWCE provides training to clinics and other organizations throughout the state so they can offer workshops in their communities.



Food & Nutrition



Physical Activity Programs



Mental Health Services



Fall Prevention & Safety



Transportation



Interventions to Reduce Isolation



Care Transition Support



Stable Place to Live

*Maryland Living Well Center of Excellence is a division of MAC Inc., Maryland's Area Agency on Aging, on the Eastern Shore. MAC Inc.'s mission is to help older adults live with dignity and thrive in their homes and community.*

*Maryland Living Well Center of Excellence promotes health care that values every person as an individual, providing people with disabilities and older adults with chronic health conditions, regardless of race, ethnicity, or income, with opportunities for better health and wellbeing.*

## HOW IS MARYLAND LIVING WELL CENTER OF EXCELLENCE MAKING A DIFFERENCE?

Connecting older Maryland residents (age 60+) and adults with disabilities to services and evidence-based programs has produced some remarkable outcomes:

- **Better controlled chronic health conditions.** LWCE's evidence-based workshops have helped residents achieve healthier weight, improved blood pressure readings, and lower blood sugar readings.
- **Fewer emergency room visits and lower costs.** When clinics and hospitals partnered with LWCE, fewer patients visited the emergency room or needed to be hospitalized for chronic conditions.
- **Healthier behaviors.** When health care partners connected their patients to LWCE, their patients reported increases in socializing, exercising, and making healthy food choices.

## MARYLAND LIVING WELL CENTER OF EXCELLENCE IMPROVES COMMUNITY HEALTH

**21,000**

older adults and adults with disabilities have participated in our evidence-based programs to self-manage ongoing health issues

**\$500K**

in savings reported by local health systems due to fewer hospital stays and emergency room visits

**800**

participants took part in 91 workshops.

**96%**

of workshop participants reported they were better able to manage their symptoms

## HOW CAN I GET INVOLVED?

Our network of hospitals and clinic partners is growing! Learn more about how to partner with the Maryland Living Well Center of Excellence. <https://mdlivingwell.org/providers/>

We're helping the State of Maryland fulfill its ongoing commitment to better access to health care and quality of life services for older adults and adults with disabilities. Join us in our journey to healthy opportunities for all. <https://mdlivingwell.org/>

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