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A decade ago, our patient Maria's life took a drastic and unexpected turn: Maria suffered a stroke. This life-altering event left her with various challenges, including mobility impairment, difficulty carrying out daily tasks, and multiple surgeries. Since her stroke, she has been a patient of Ravenswood Family Health Network where she now utilizes many of the services, including Family Medicine, Optometry, Social Services, Lab, and Pharmacy.

Social Services has played a pivotal role in Maria's health and well-being. In March of 2023, she had multiple absent medical appointments, overdue labs, and was at risk of losing In-Home Support Services (IHSS). Ravenswood's Social Services Manager, Karla, made a visit to Maria's home and noticed Maria had a lack of motivation to attend to her medical needs. Jacqueline, Ravenswood's Medical Social Worker, began making regular visits to help Maria overcome any health challenges.



All photos: Lourdes Sanchez

Maria faced many barriers, including transportation to and from the clinic, food insecurity, and an accessible place to shower at home. With the help of the Social Services Team, Maria learned how to order her own rides using Redi-Wheels, a local transportation service assisting the mobility of impaired people. She was also connected to Second Harvest of Silicon Valley, a local food bank that delivers groceries to her doorstep every other week. Lastly, since Maria needs assistance with bathing, the team is also working on reconstructing her bathroom so she can safely bathe in her own privacy.

Maria enjoys having in-home visits with Jacqueline, receiving care at Ravenswood, and feels good about being an advocate for her own health. Karla says, "She has been a beautiful evolving patient. The biggest thing for me is her motivation. Going from depressed to hopeful and determined."

With the help of our Social Services Team, Maria has regained hope, mobility strength, and determination to attend to her medical needs.

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Maria (left) has a home visit with the Social Services Team (right).