

# Meet Blanka Oh and Jake Ryan, the Team behind HEALI's PCP Partnerships

What happens after a patient leaves the primary care office can be just as important as what happens during the visit. Eating more nutritious food to manage diabetes, making it to the next wellness visit, or even fulfilling a prescription can feel unachievable to patients are living with food insecurity, housing instability, or a lack of transportation.

HEALI's integrated social care model is designed to help health care practices address those barriers by embedding community health workers (CHWs) directly into care settings. CHWs help practices extend care beyond the exam room by identifying patients' social needs, connecting them directly with services, and providing ongoing support.

Making that model work, however, requires more than simply placing a CHW in an office. Meet Blanka Oh, Senior Director of Integrated Care, and Jake Ryan, Practice Manager of Integrated Care. Blanka and Jake make sure HEALI CHWs integrate seamlessly into each practice—rather than asking practices to adapt to accommodate new workflows.

## Blanka Oh: Building Strong Primary Care Partnerships

Blanka comes to this work with more than 25 years of social work and care management experience, including leadership and clinical roles at Optum, EmblemHealth, and HealthCare Partners.

At HEALI, she oversees relationships with healthcare partners and leads the CHW team.

"I think a successful partnership starts with understanding what the practice needs and showing how our CHWs can help support the staff and patients," Blanka says. "It's important to build trust, communicate regularly, and make sure everyone understands the CHW's role and how it works alongside social workers and care managers."

Her approach is to start small, demonstrate results, and build trust over time, with the goal of making CHWs valued members of the care team.

## Jake Ryan: Making Integration Work Day to Day

Jake brings more than five years of experience at the Health and Welfare Council of Long Island (HWCLI), where he began by supporting community organizations addressing food insecurity, housing instability, and transportation barriers through the Emergency Food and Shelter Program.

Today, he works directly with healthcare providers, office managers, and CHWs to solve the practical challenges of bringing social care into primary care. That might include developing a spreadsheet, adjusting how a CHW connects with patients, or finding a way to incorporate social care conversations without disrupting appointments.



## **Extending the Reach of Primary Care**

The goal, however, remains the same across Long Island: extend the reach of healthcare teams by serving as a trusted partner who helps address the social factors that impact their patients' health.

For more information, please contact Blanka Oh at [boh@hwcli.com](mailto:boh@hwcli.com).