

# Supporting Rural Communities Through Whole-Person Care

Unite Us helps rural healthcare providers connect patients to the right community resources and know what happens next.

Now more than ever, patients across the U.S. are facing challenges with food access, transportation, housing stability, employment, and more. These challenges directly affect health outcomes and are often more common in rural communities, where services may be limited, spread out, or harder to access.

At the same time, as states place greater focus on supporting rural communities, healthcare providers are being asked to do more—often with fewer staff, fewer local partners, and less visibility into what support patients receive after they leave the hospital.

#### Did you know?

Emergency departments have up to 2x longer [wait times in rural areas](#) compared to urban and suburban areas, often driven by scarce [primary care and clinic closures](#).

## How Unite Us Can Help

Unite Us connects rural healthcare providers with trusted local community-based organizations that offer services like food support, housing assistance, transportation, and more.

- **Identify** patient needs through screenings or assessments
- **Send** referrals to local community-based organizations that can help
- **See** if services were actually delivered
- **Track** impact and needs at the population level

All of this happens in one place and can be **embedded directly within the EHR.**

## Key Benefits for Rural Providers

### ✓ See the Full Patient Story

Unite Us maintains a single, cohesive record for each patient, regardless of whether they receive assistance from multiple organizations. This means you can see a patient's needs, referrals, and outcomes over time, without duplicate records or missing information.

### ✓ Provide Reliable Care Through Trusted Local Partners and Accurate Resources

Unite Us networks are made up of active, accountable community-based organizations that agree to follow up and close the loop on referrals. These aren't just names in a resource directory; they're true partners who respond and deliver timely services to patients who need support. The resource directory is regularly reviewed and updated so you can make better matches and avoid sending patients to programs that no longer exist or aren't relevant to them.

### ✓ Reduce Staff Workload

By replacing phone calls, emails, and manual tracking with one shared technology platform, Unite Us saves staff time and simplifies care coordination, which is especially important for small or understaffed rural teams.

### ✓ Understand What's Working And Where Gaps Remain

Built-in data and reporting show which needs are most common, which services are being delivered, and where gaps remain. This helps providers and communities focus resources where they matter most.

# Rural Transformation in Action: How Missouri's ToRCH Model Supports Rural Communities

Missouri's Transformation of Rural Community Health (ToRCH) model shows how rural hospitals can lead upstream, community-connected care that improves outcomes and reduces avoidable utilization. Instead of relying solely on sick care and hospital utilization, ToRCH emphasizes:

- Upstream interventions addressing drivers of health
- Strong local leadership boards combining hospitals, primary care, and community-based organizations
- Shared savings incentives that reinvest Medicaid cost reductions back into rural hospitals

**One striking example:** in a ToRCH pilot community, ten social service agencies co-located in a single building to create a one-stop shop for residents. From showers and laundry access to job placement support, this collaborative hub demonstrates how healthcare can expand beyond traditional walls.

Learn more at [UniteUs.com/Blog/Lessons-From-TORCH-on-Rural-Health-Transformation](https://UniteUs.com/Blog/Lessons-From-TORCH-on-Rural-Health-Transformation)

## Proven Results Across ToRCH Pilot Communities

**400+**

Community-Based  
ToRCH Programs

**100%**

Case Acceptance Rate for  
Contracted Programs

**2,050+**

Clients Served

ToRCH data as of August 31, 2025

## Built for Rural Communities

With Unite Us, rural healthcare providers can address non-medical needs, improve follow-through on referrals, and support whole person care. The result: better outcomes for patients, less strain on care teams, and stronger rural communities.

Learn more at [UniteUs.com/solutions/rural-health](https://UniteUs.com/solutions/rural-health)

