

Practical Strategies for NMDOH Screening and Resource Delivery in Complex Populations



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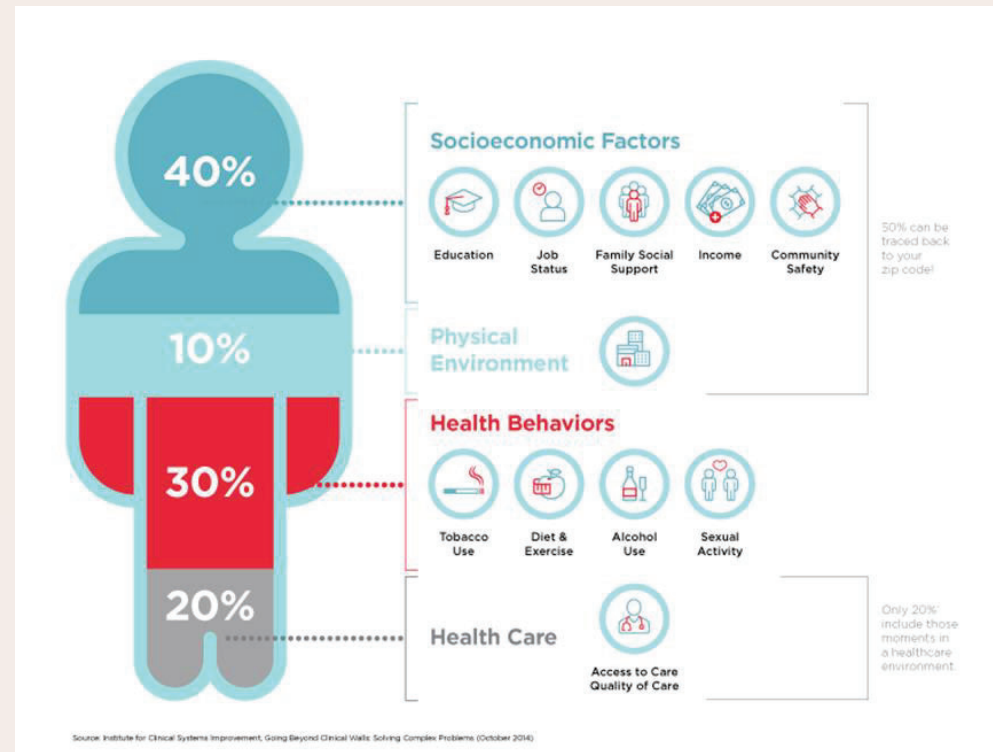


Practical Strategies for SDOH Screening and Resource Delivery in Complex Populations (Children's Health System)

Forest Melton, M.S., M.H.A.
Health Equity Program Manager

Social Determinants of Health

- **Social Determinants of Health** (SDOH) are the **conditions** in the environments where people are born, live, learn, work, play, worship, and age
- These conditions are shaped by **economics**, **social**, and **political** policies
- They impact **health** outcomes much more than biological factors
- Key to addressing **health disparities**





Children's Health System of Texas



Children's Health (2023)

- 2 Hospital Campuses (Dallas and Plano)
- 968,453 Total Patient Visits
- 311,207 Unique Patients Seen

Community Health Needs Assessment (2022)

- 10,400 children are homeless in CHNA Community
- Over 212,000 children lack access to enough food

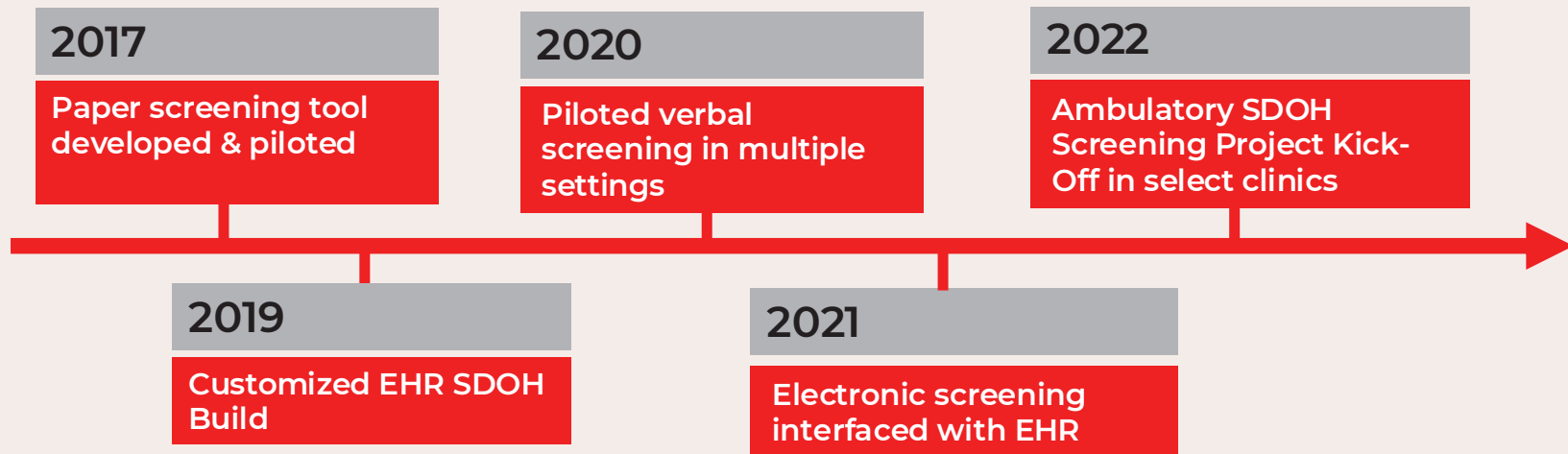
SDOH Key Decisions & Considerations

- ✓ Which **clinics** to start in
- ✓ Which screening **tool** to use
- ✓ Method of screening
- ✓ **Frequency** of screening
- ✓ What community resources will be used
- ✓ Workflow
- ✓ People resources
- ✓ Implementation **strategy**
- ✓ How will **training** occur





SDOH Timeline



Foster Care Clinic

Foster care youth are more likely to experience **economic** insecurity, as well as many other **adverse** childhood experiences including abuse, neglect, domestic violence, and parental substance use.¹



Leadership Support &
SDOH Champion presence















1. Ahrens KR, Garrison MM, Courtney ME. Health outcomes in young adults from foster care and economically diverse backgrounds. *Pediatrics*. 2014 Dec;134(6):1067-74. doi: 10.1542/peds.2014-1150. Epub 2014 Nov 3. PMID: 25367543; PMCID: PMC4243069.

SDOH Screening at Children's Health

We screen for 7 SDOH domains:

1. Financial Insecurity
2. Food Insecurity
3. Health Literacy
4. Housing Quality & Insecurity
5. Social Support
6. Tobacco Use
7. Transportation Insecurity

		YES / NO
	1. Do you ever need help to read health information or fill out medical forms?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Sometimes
	2. Do you have someone you can call when you need help with your child?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Sometimes
	3. In the past 12 months, we worried whether our food would run out before we got money to buy more.	<input type="checkbox"/> Never true <input type="checkbox"/> Sometimes true <input type="checkbox"/> Often true
	4. In the past 12 months, the food we bought just didn't last, and we didn't have money to get more.	<input type="checkbox"/> Never true <input type="checkbox"/> Sometimes true <input type="checkbox"/> Often true
	5. In the past 12 months, has your child missed health care appointments because you didn't have a way to get there?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Sometimes
	6. In the past 12 months, did your child go without medicine because you didn't have a way to pick it up?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Sometimes
	7. In the past 12 months, has your utility company shut off your service for not paying your bills? (electricity, gas, water, phone, etc.)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Sometimes
	8. Do you have internet access at home - such as broadband, or Wi-Fi?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Sometimes
	9. Are you worried that in the next 2 months you may not have stable housing?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Sometimes
	10. Do you have problems in the place where you live, like mice, bugs, mold, water leaks or heating / cooling that doesn't work?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Sometimes
	11. Is your child often around someone who smokes?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Sometimes
	12. Does your child smoke?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure

PROPRIETARY AND CONFIDENTIAL

CP - General
Coverage: Blue Cross Blue Shiel...

ALLERGIES
Milk

Current Programs: None
No vital signs recorded for this encounter.

SOCIAL DETERMINANTS

Health Literacy Jun 9 2022: Medium Risk
Food Insecurities Jun 9 2022: Medium Risk
Financial Insecurity Jun 9 2022: High Risk
Tobacco Usage Jun 9 2022: Medium Risk

Social Support Jun 9 2022: Medium Risk
Transportation Need Jun 9 2022: High Risk
Housing Jun 9 2022: Low Risk

RISK SCORES
4% Pediatric Admission or ED Risk

CARE GAPS
SARS-COV-2 (COVID) VACCL...

CIN: Yes
PCP Clinic Name: DPMSC
None
Implants: None

Find community resources
View previous recommendations



SDOH in Epic

Snapshot Summary PPI Chart Review Results History Allergies Problems Growth Medic Immun MAR Demo Letters lifelIMAGE vL Welcome

Longitudinal Plan of Care

Endo Snapshot Inpatient Face Sheet Snapshot MY LAST NOTE Specimen Collection Tasks LDOs More

Longitudinal Plan of Care

Patient Information

Address Age/Gender Email
123 Paper 3 y/o / F paper@gmail.com
Way
MCKINNEY
TX 75071
Phone
Numbers
Hm: 214-555-5858
Cell: 214-555-5252

Admission Department Bed
Status DIAL
ENDOCRINOLOGY
Admission Admission Discharge
Type Date/Time Date/Time

Currently Active Insurance

Payor	Plan	Subscriber	Member ID
AETNA	AETNA	KAPOOR,MOM	987654321

CRG Score
None

Social Determinants of Health

Care Team

Name	Specialty	Added	Contact
Abbie Leigh Smith, MD	PCP - General Pediatrics	Added 1 year ago	972-952-0280
Abbie Leigh Smith, MD	PCP - Insured Pediatrics	Added 1 year ago	972-952-0280

AVS
No AVS or handouts to display

Patient Call Plan
No letters were found for this patient.

Registries
There are no associated registries for this patient.

Recent No Show Appointments
No appointments to display

SDOH Screening at Children's Health

Visit Summary

You saw Amherst, Michelle, RN on Wednesday April 13, 2022.

What's Next
You currently have no upcoming appointments scheduled.

For any questions or concerns after your child's appointment, or to schedule/change an appointment, please call 214-456-5959 and a staff member will be able to assist you.

If your insurance changes prior to your follow-up appointment, call the number below to learn more about your coverage and if your provider is in-network.

Continuing Care

Community Resources

- 211 Texas Health and Human Services**
Address: 1341 W Mockingbird Lane, Suite 1000W, DALLAS TX 75207
Phone: 211
- Catholic Charities**
Address: 1421 W Mockingbird Lane, DALLAS TX 75247
Phone: 866-223-7500
- Duncanville Outreach Ministry**
Address: 202 E. Cherry Street, DUNCANVILLE TX 75116
Phone: 972-296-4986
- North Texas Food Bank**
Address: 3677 Mapleshade Lane, PLANO TX 75075
Phone: 214-330-1396

History tab

History

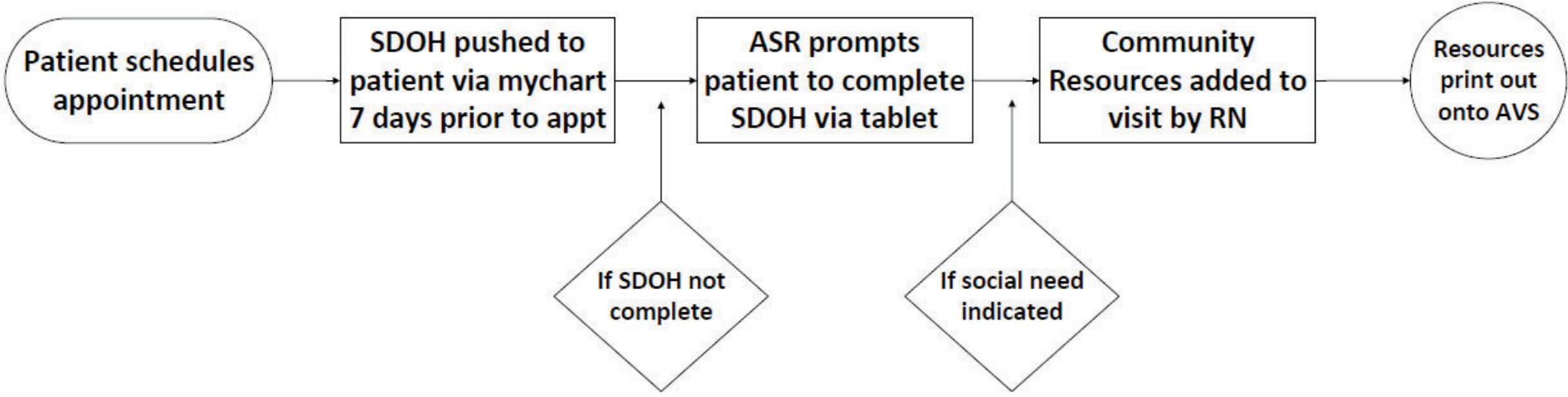
Social Determinants of Health

Abstract from 5/5/2021 in Dallas Medical Group Primary Care
05/05/21
1215

Question	Answer	Answer
Health Literacy Do you ever need help to read health information or to fill out medical forms?	No	No
Social Support Do you have someone you can call when you need help with your child?	Yes	Yes
Food Insecurity In the past 12 months, we worried whether our food would run out before we got money to buy more.	Often True	Sometimes True
Food Insecurity In the past 12 months, the food we bought just didn't last, and we didn't have money to get more.	Often True	Sometimes True
Transportation Need In the past 12 months, has your child missed health care appointments because you didn't have a way to get there?	Yes	No
Transportation Need In the past 12 months, did your child go without medicine because you didn't have a way to pick it up?	Yes	No

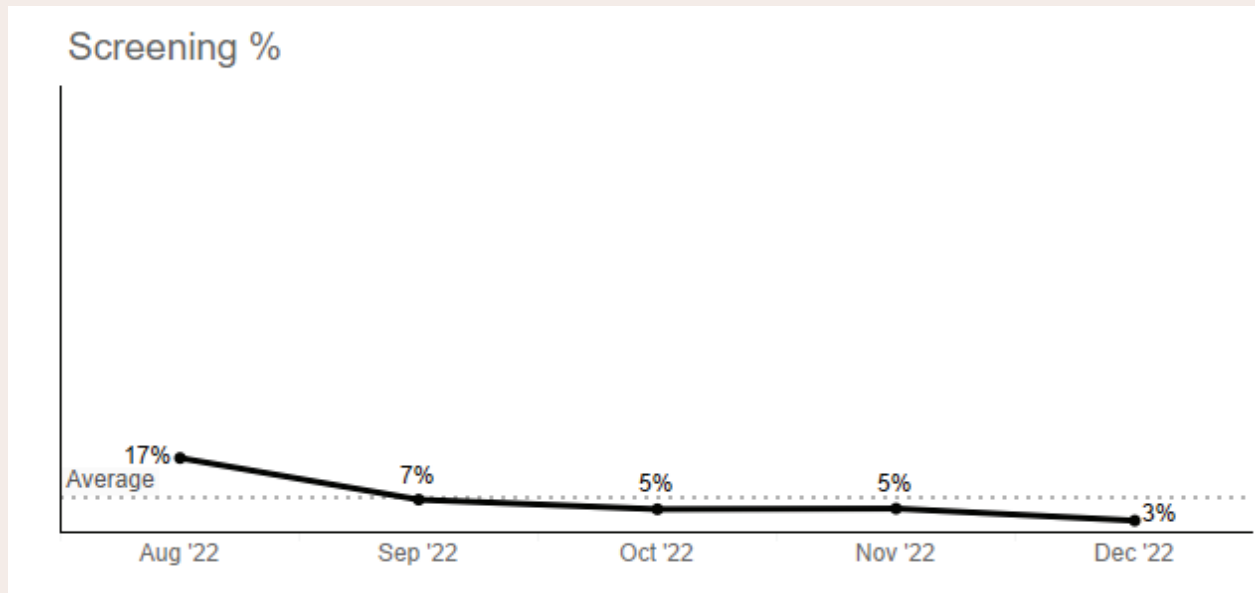
**After Visit Summary
Community Resources**

SDOH Workflow



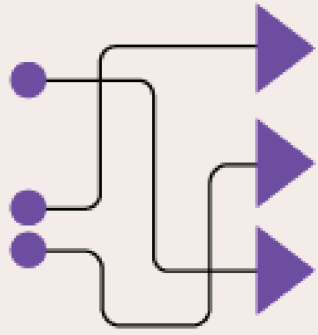
Foster Care

In December 2022, Plano Foster Care Clinic screened only **3%** of their patients for social needs. The addition of SDOH screening into clinic workflow was **not adopted** intuitively.





SDOH Screening Challenges

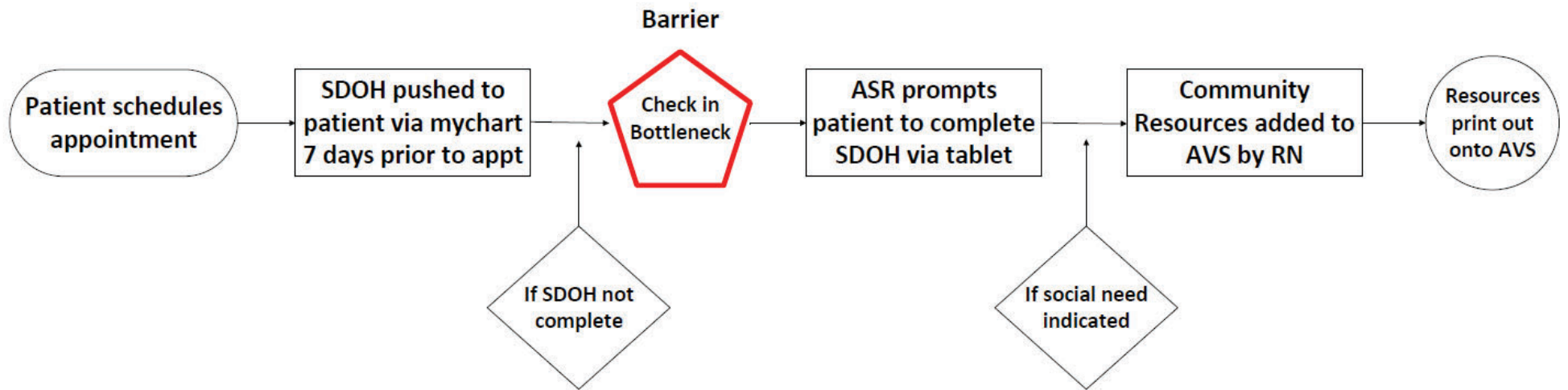


Clinic Bottlenecks



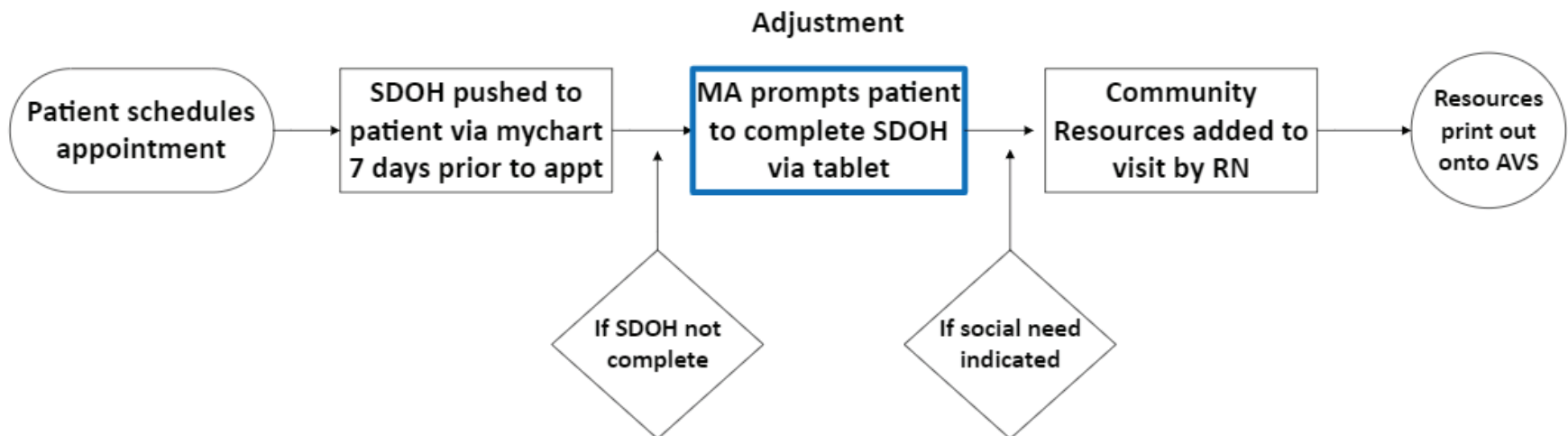
SDOH Screening Challenges: Workflow

The clinic check-in workflow frequently experienced **bottlenecks** which disrupted SDOH screening.

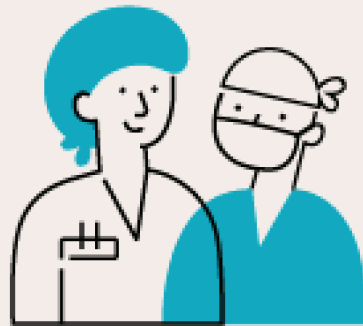


SDOH Screening Challenges : Workflow

Staff determined that the **Medical Assistants** had 8 – 10 minutes of downtime with caregivers while completing patient vitals.



SDOH Screening Challenges



Staff Perceptions & Fears

SDOH Screening Challenges : Staff Perceptions & Fears

Staff Perceptions



Increased Visit Length



Question Interpretation



Not My Job

Process Improvement



User Testing



Family Advisory Network

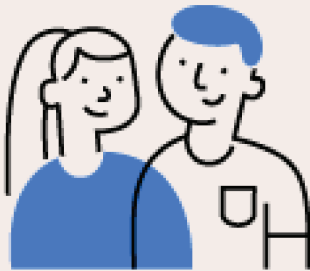


User Testing

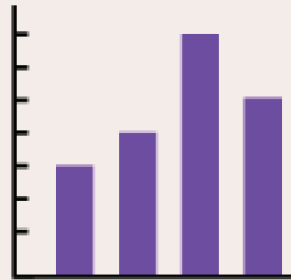


Retraining

Retraining & Realignment



Culture **Shift**

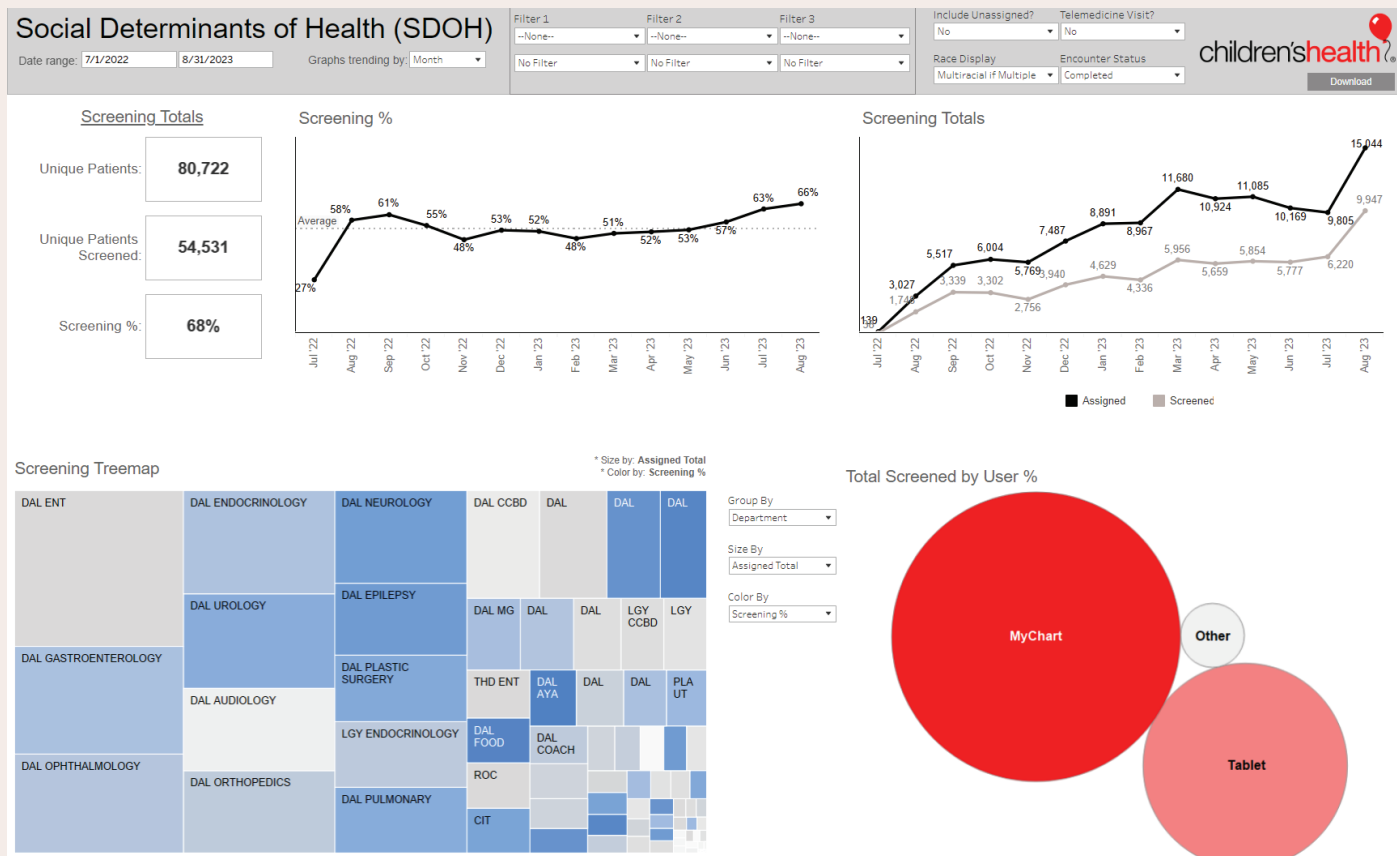


Dashboard Build



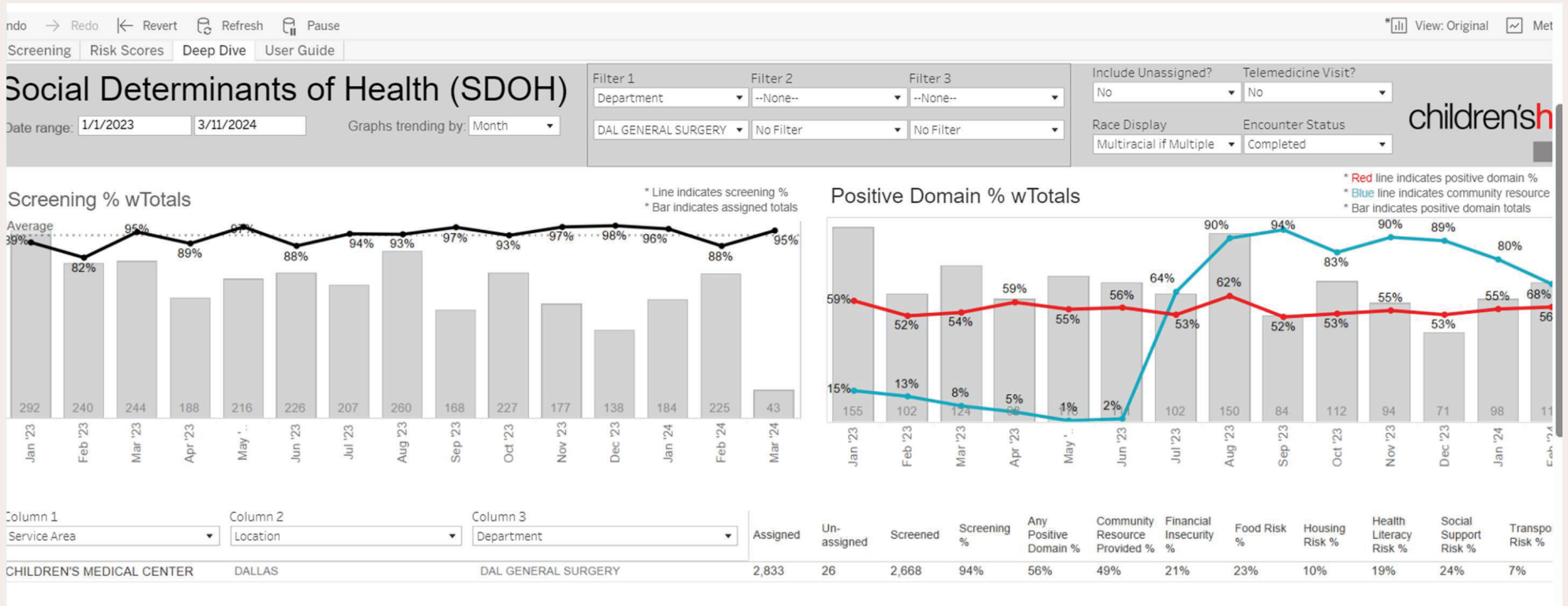
Clinic & Staff **Goals**

SDOH Dashboard





SDOH Dashboard



PROPRIETARY AND CONFIDENTIAL





SDOH Implementation Intervention

Gaps were **identified** and data **collected** Q1 of 2023, with the following process improvement changes **implemented** Q2 of 2023.



Culture Shift



Workflow Change from ASR to **MA**



Reeducation

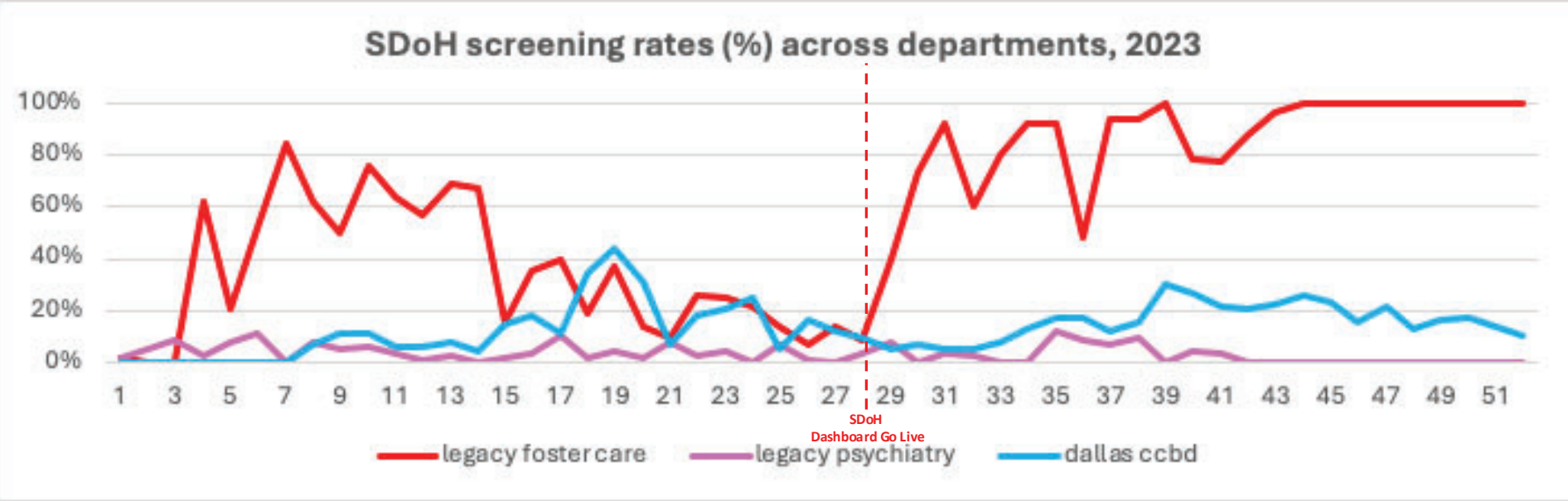


Clinic **Goal** Setting



Dashboard Build for Tracking

SDOH Implementation Intervention





Community Resources

Ultimately, our goal is to ensure that patients **receive** necessary resources. This prompted us to examine resource delivery.



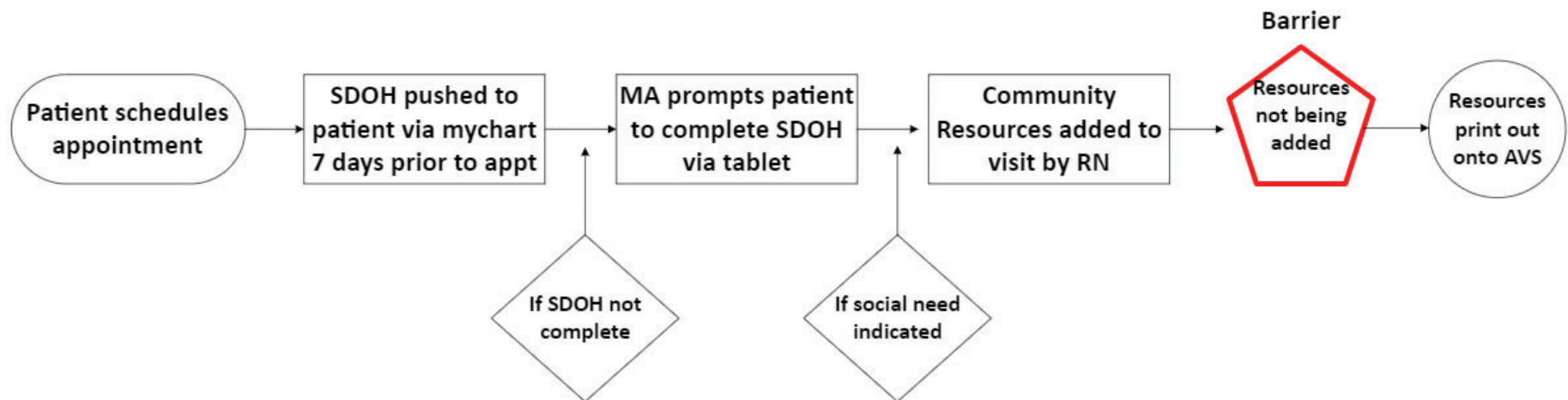
Are patients getting resources?



In December 2022, **0%** of families were provided community resources via EPIC workflow

Workflow

To mitigate the **lack** of additional resources provided to patients for their social needs, we introduced an **automated** system to enhance support.



Community Resource Sheet

Need Help With:



Financial & Other Services

FindHelp

No phone | findhelp.org
Help to locate resources for financial assistance, food pantries, medical care and other free or reduced-cost help

Z11 (Texas Information & Referral Network)

Call 2-1-1 | 211texas.org
Statewide Help Hotline. Gives Community Help Information for Food, Housing, Childcare, or Emergency Services



Mental and Emotional Support

Child & Family Guidance

(214) 351-3490 | childrenandfamilies.org
Contact for Individual and Family Counseling

Here for Texas

(972) 525-8181 | herefortexas.com/types-of-support
Gives Support and Resource for Individuals and Families



Food

North Texas Foodbank

(214) 330-1396 | ntfb.org
Locate food resources in North Texas and help apply for Supplemental Nutrition Assistance Program (SNAP) benefits.



Transportation

Dallas Area Rapid Transit (DART)

(214) 979-1111 | dart.org
Information about Trains, Buses, or Rides.
Wheelchair Access Information is Available

Medicaid Medical Transportation Program

(877) 633-8747
Please have your Medicaid Identification number to use this resource.



Paying Utilities

For Dallas County

Dallas County Health and Human Services (DHHS)
(214) 819-2000 | <http://dallascounty.org/departments/dchhs/welfare.php>
Short-term Help for Dallas County residents

For Collin County

Assistance Center of Collin County
(972) 422-1850 | assistancecenter.org
Short-term Help for Collin County residents

For All other Counties

Z11 (Texas Information & Referral Network)
Call 2-1-1 | 211texas.org



Internet Access

Texas Lifeline

(512) 936-7000 | <http://texaslifeline.org/>



Housing or Paying Rent

Z11 (Texas Information & Referral Network)

Call 2-1-1 | 211texas.org
Statewide Hotline for Help with Housing, Homelessness, and Applications for Housing Assistance

Homelessness Crisis Hotline

(888) 411-6802 | mdhadallas.org/help-resources/



To Quit Smoking

American Lung Association

(800) 586-4872 | lung.org
Freedom From Smoking Program for Adults Ready to Quit Smoking



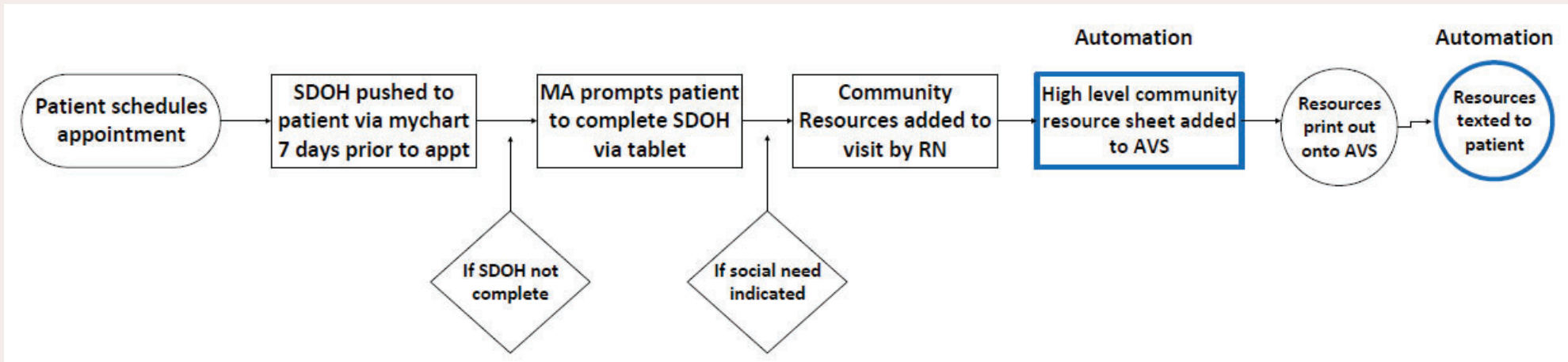
Legal Aid

Dallas Volunteer Attorney Program

Apply Online | <https://firm.jotform.com/form/200894702058153>
Free legal virtual intake clinic

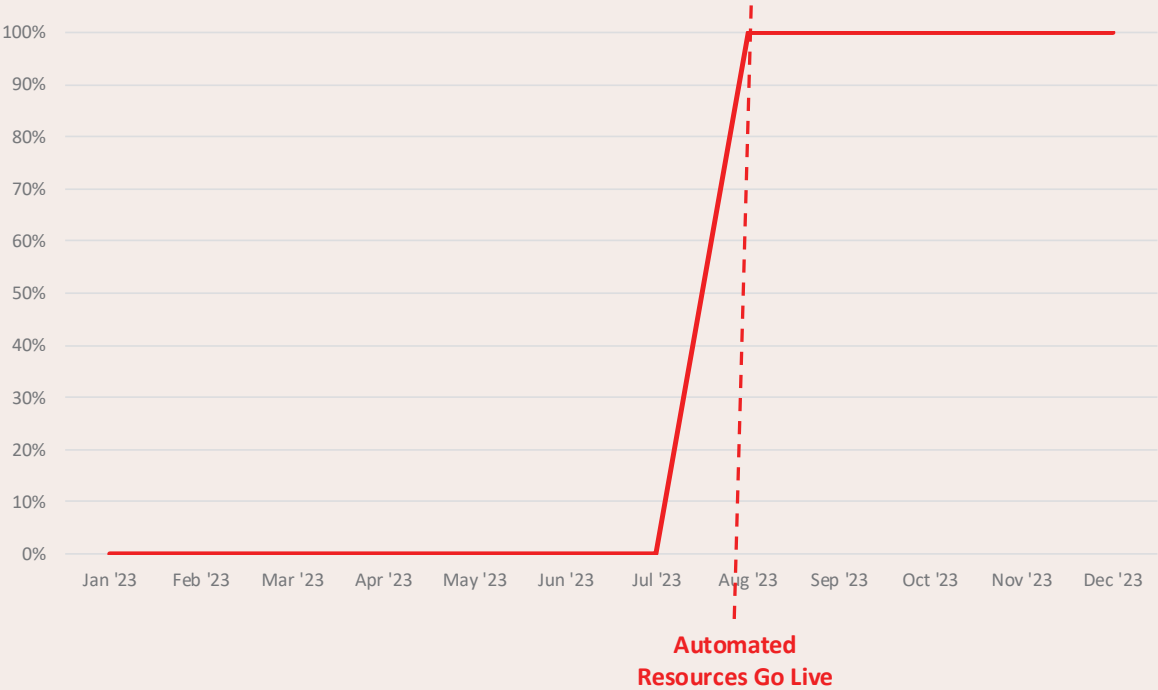
Workflow

A **high-level** community resource sheet was integrated into the **after-visit summary (AVS)** and also sent to patients via **text message**.



Automated Community Resources

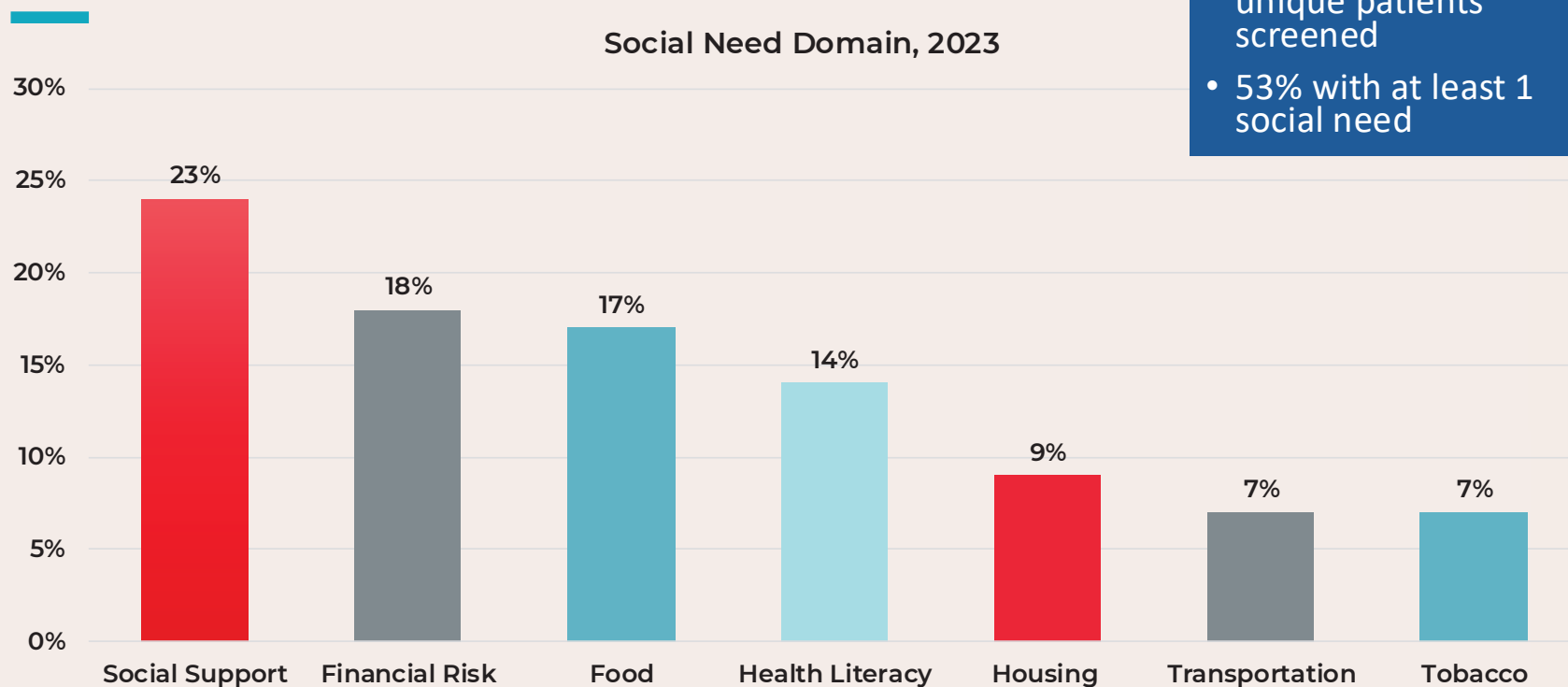
Community Resources Provided, 2023



PROPRIETARY AND CONFIDENTIAL

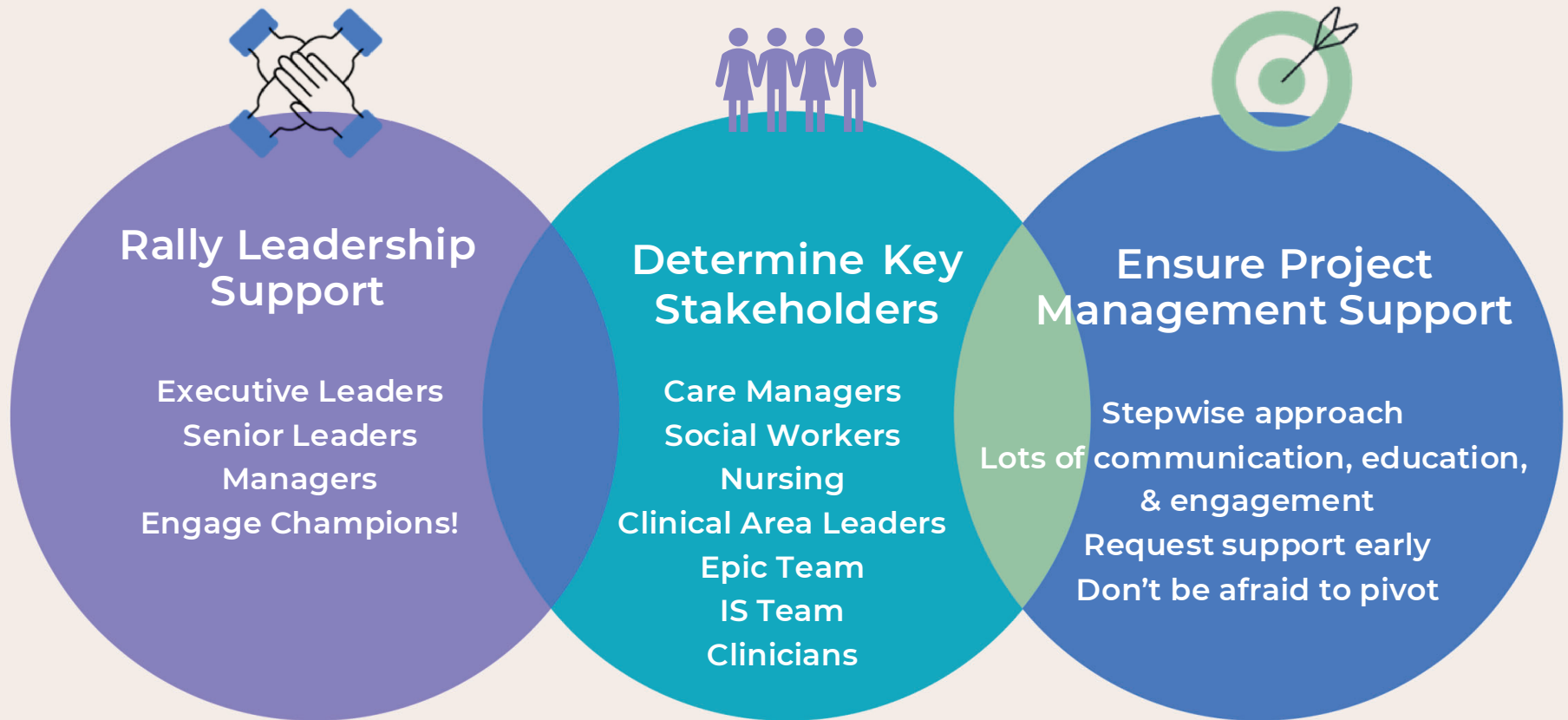


Our Patient Family Social Needs



- Over 120,000 unique patients screened
- 53% with at least 1 social need

SDOH Implementation Keys to Success



SDOH Rollout Continued





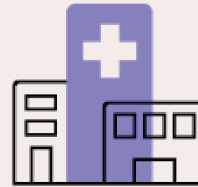
Next Steps



**Food
Insecurity Pilot**



**Social
Support Pilot**



**Increase
ED Screening %**



**Language
Access Pilot**

thank you

children'shealth[®]

