

Practical Strategies to Address Social Risk Factors

Session 2: Practical Strategies for Implementing SDoH Screening and Addressing Social Risk Factors

July 12, 2023



What do you hope to gain from this series?



Session 1 Highlights

- Outlined how social determinants of health screening can improve hospital quality of care
- Discussed regulatory requirements around health equity and screening for social determinants of health screening.
- Reviewed some of the social determinants of health screening resources and tools currently available to hospitals.



Objectives

- Explore practical strategies for implementing SDOH screening and addressing social risk factors.
- Learn how a quality improvement approach can support the implementation of a SDOH screening program.



Sharing of Practical Strategies for SDoH Screening

- RML Specialty Hospital, Chicago/Hinsdale, IL
- St. Luke Community Healthcare, Ronan, MT
- Wabash General Hospital, Mount Carmel, IL
- Valleywise Health, Phoenix, AZ



Sharing of Practical Strategies for SDoH Screening – Hospital Interviews

- What does your current SDoH screening process look like?
- How has his work helped to improve quality and health outcomes?
- What are some of the barriers that you have encountered and how have you addressed them?
- If you could offer one piece of advice for hospitals that are just getting started in this space, what would it be?



RML Specialty Hospital



- RML Specialty Hospital is a Long-Term Acute Care Hospital with two sites located in Chicago and Hinsdale, Illinois.
- RML is the largest ventilator-weaning hospital in the United States

https://www.alliance4ptsafety.org/IHAMAPS/media/media/RML-Specialty-Hospital_Full-Interview.mp4



Key Takeaways

- Make sure that leadership and staff understand the “why” behind SDoH screening. This buy-in can be a major barrier to implementation.
- As you begin, focus on the consistency and accuracy of the data being collected.
- Use your resources! No one has all of the answers and you are not alone on this journey.



St. Luke Community Healthcare

- St. Luke Community Healthcare is a 25 bed community owned critical access hospital located in Ronan, Montana.
- The hospital has four primary care clinics that have integrated a SDoH screening process to identify their patient's health-related social needs.



<https://www.alliance4ptsafety.org/IHAMAPS/media/media/MT-St-Luke-Community-Healthcare-Interview.mp4>



Key Takeaways

- Focus on the health-related social needs that you are able to address with resources.
- Use the resources available within your community to guide the development of your screening tool.
- When building questions into the EHR, be sure to include an option for the patient to “opt out” as some will not want to provide an answer.
- Engagement and buy-in from leadership and medical staff was key.



Wabash General Hospital

- Wabash General Hospital is a 25 bed critical access hospital located in Mount Carmel, Illinois.
- Located in rural south eastern Illinois near the Indiana border.



https://www.alliance4ptsafety.org/IHAMAPS/media/media/Wabash-General-Hospital_Full-interview.mp4



Key Takeaways

- SDoH screening and follow-up processes differ between primary care and the inpatient side.
- On the inpatient side, it is challenging to connect patients to services due to their limited stay. Because of this, connecting patients to the hospital's Chronic Care Management program is a vital strategy to result in enhanced follow-up.
- Compile known community resources ahead of time so that they can be given to the patient when they are ready for them.
- Work with community partners to learn about what resources are available within the community.



Valleywise Health



- Valleywise Health is located in Phoenix, Arizona and is home to many specialty clinics to support patients in crisis.
- Valleywise Health is the Phoenix area's only public teaching health system.

https://www.alliance4ptsafety.org/IHAMAPS/media/media/AZ_Valleywise-Health-Interview.mp4



Key Takeaways

- Conducting SDoH screenings prior to the patient's visit allows for more time with the patient, and gives the care managers time to prepare and compile the necessary resources.
- SDoH screening questions must be asked in a way that meets the literacy level of the patients served. Make sure you explain why the questions are being asked.
- Leverage your EHR! Documentation is key to capturing z-codes.

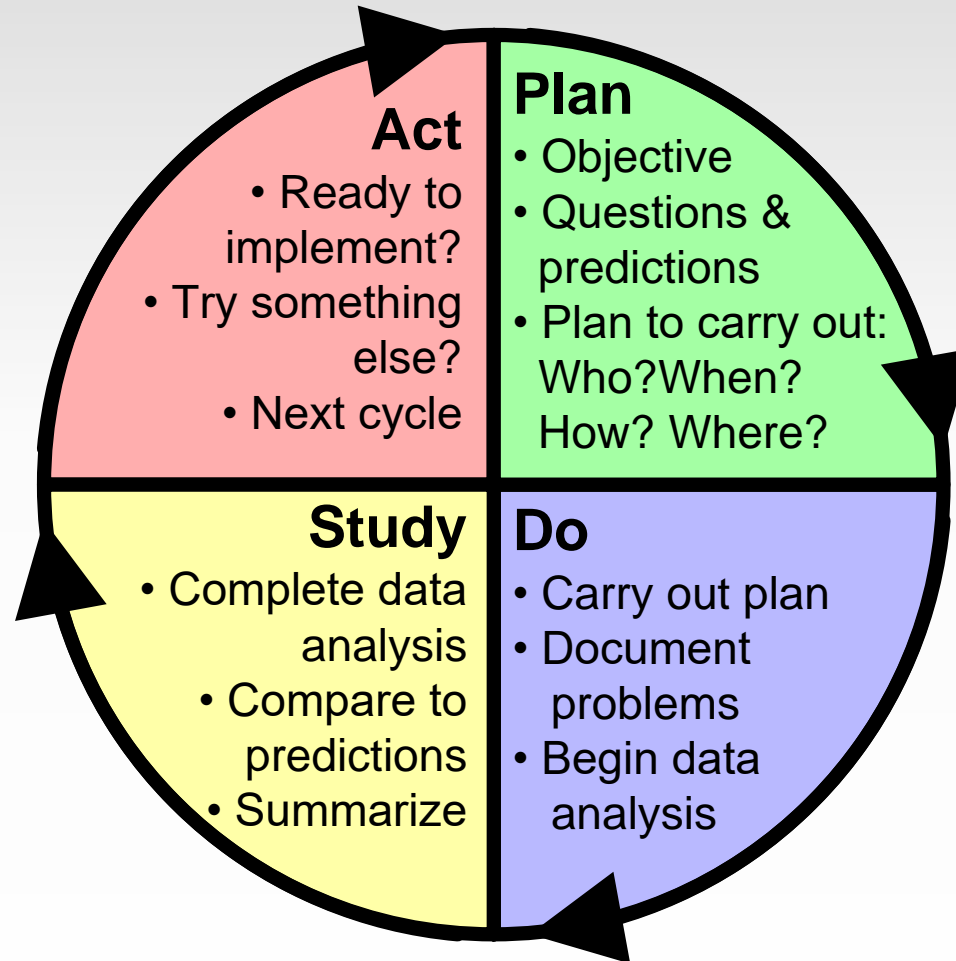


5 Things You Can Do To Get Started!

1. Identify key champions (physician leaders or executive sponsors).
2. **Engage community members, patients, and families in the planning and development process.**
3. Establish partnerships with community-based organizations and identify existing resources.
4. Work with your project team to brainstorm around your screening workflow.
5. Conduct a small test of change (or two)!



Using the Plan, Do, Study, Act (PDSA) Cycle



Tips for Testing

- **Beg, borrow, steal!** Don't reinvent the wheel!
- Involve entire team in the test
- Test with the willing, don't waste time trying to convert people/sell people on the idea
- Collect useful data during each test (qualitative and quantitative)
- As cycles proceed, test over a wide range of conditions
- It is OK to fail!



Thank you!

Questions?

Email: HealthEquity@team-iha.org

Evaluation Survey



<https://www.surveymonkey.com/r/Session2SDOH>

