Social Determinants of Health:
Screening, Action, Impact

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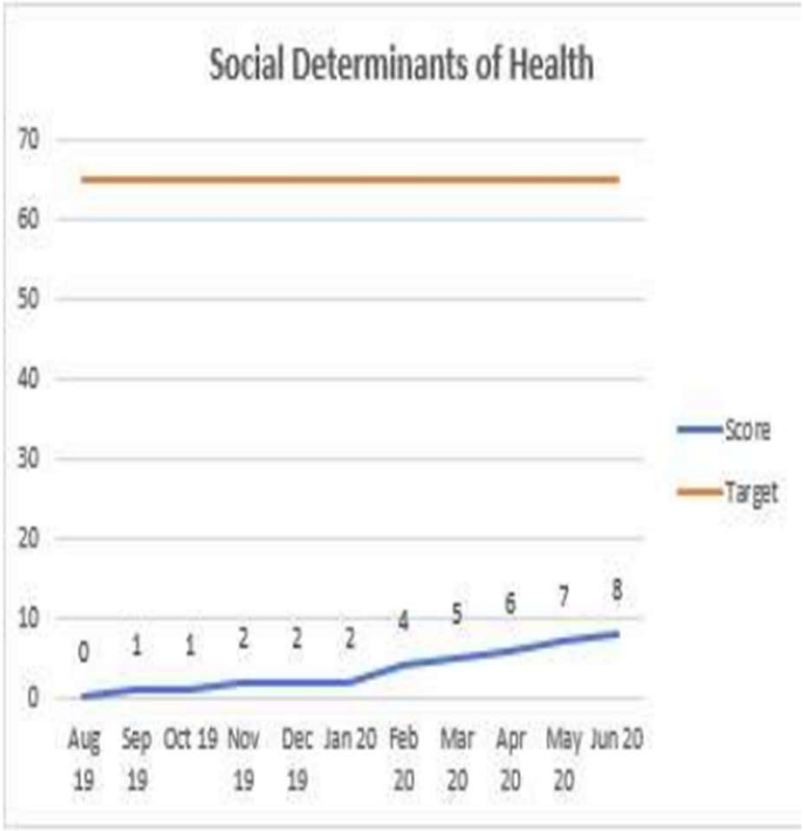
Star Community Health – The Beginnings…

- **Look-alike FQHC in the Lehigh Valley of PA**
  - 42,000 patients with about 130,000 visits in 2022
  - 2/3 of our patients identify as Hispanic and 5-10% of our patients are self pay depending on the location and service
- **Started operation on 1/1/19**
  - Converted pre-existing large hospital network owned residency-based clinics
- **15 sites & 3 vans**
  - Women's Health
  - Dental
  - Pediatrics
  - Family Medicine
  - Internal Medicine

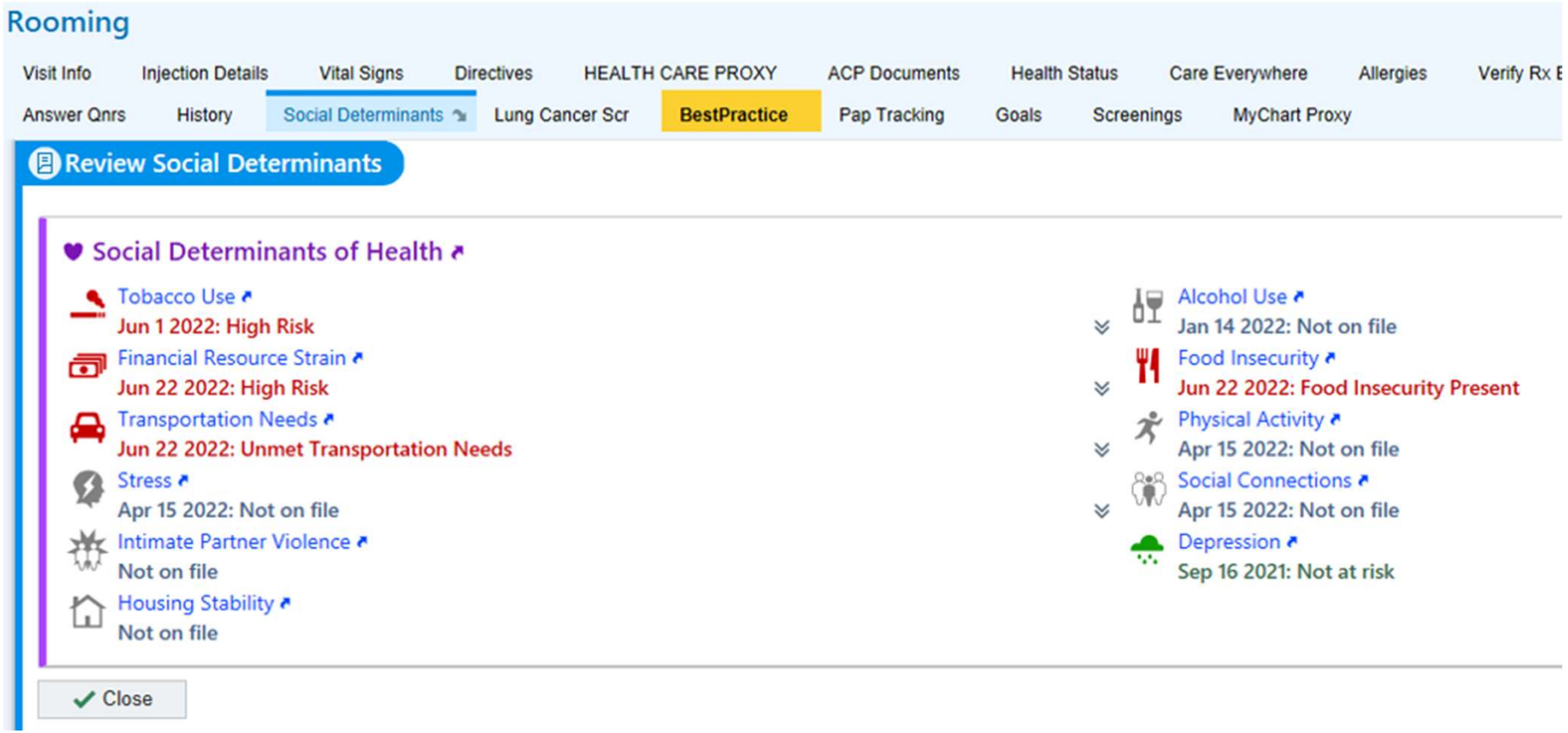


Phase 1 – Screening
Getting To Know Our Patients

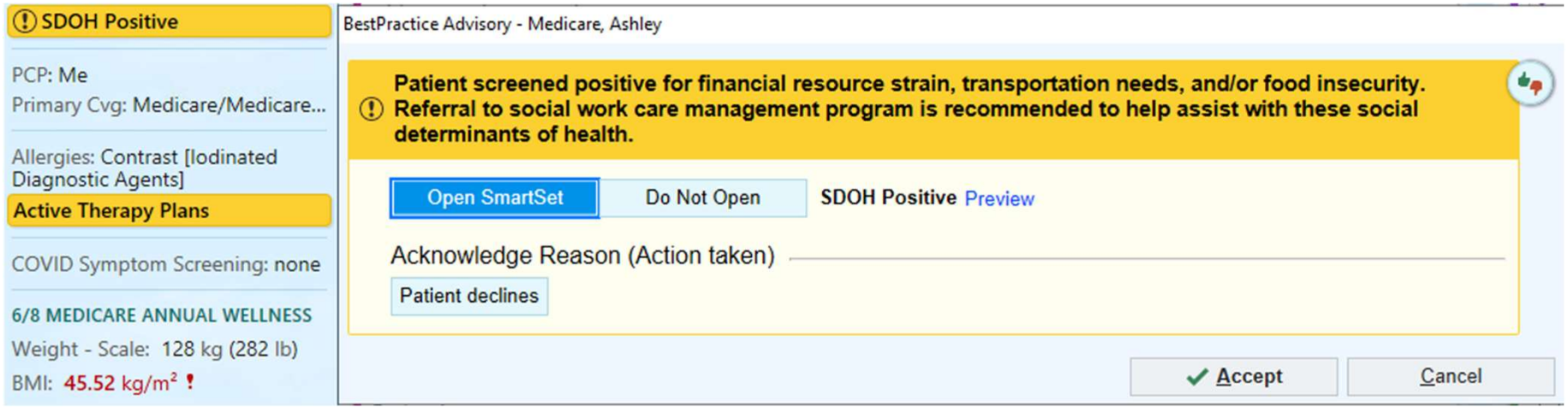
- **When?**
  Annually
- **Who asks?**
  Whoever is rooming the patient (MA, resident, provider)
- **Which questions?**
  Food, finance, transportation
  One site – IPV (research)
- **How are they asked?**
  Standardized scripting
  English/Spanish
  Lots of quality and process improvement here!

Social Determinant of Health (SDOH)
A. **Financial Resource Restraint**
B. **Food Insecurity**
C. **Transportation Needs**
D. Physical Activity
E. Stress
F. Social Connections
G. Intimate Partner Violence
H. Depression
I. Tobacco Use
J. Alcohol Use

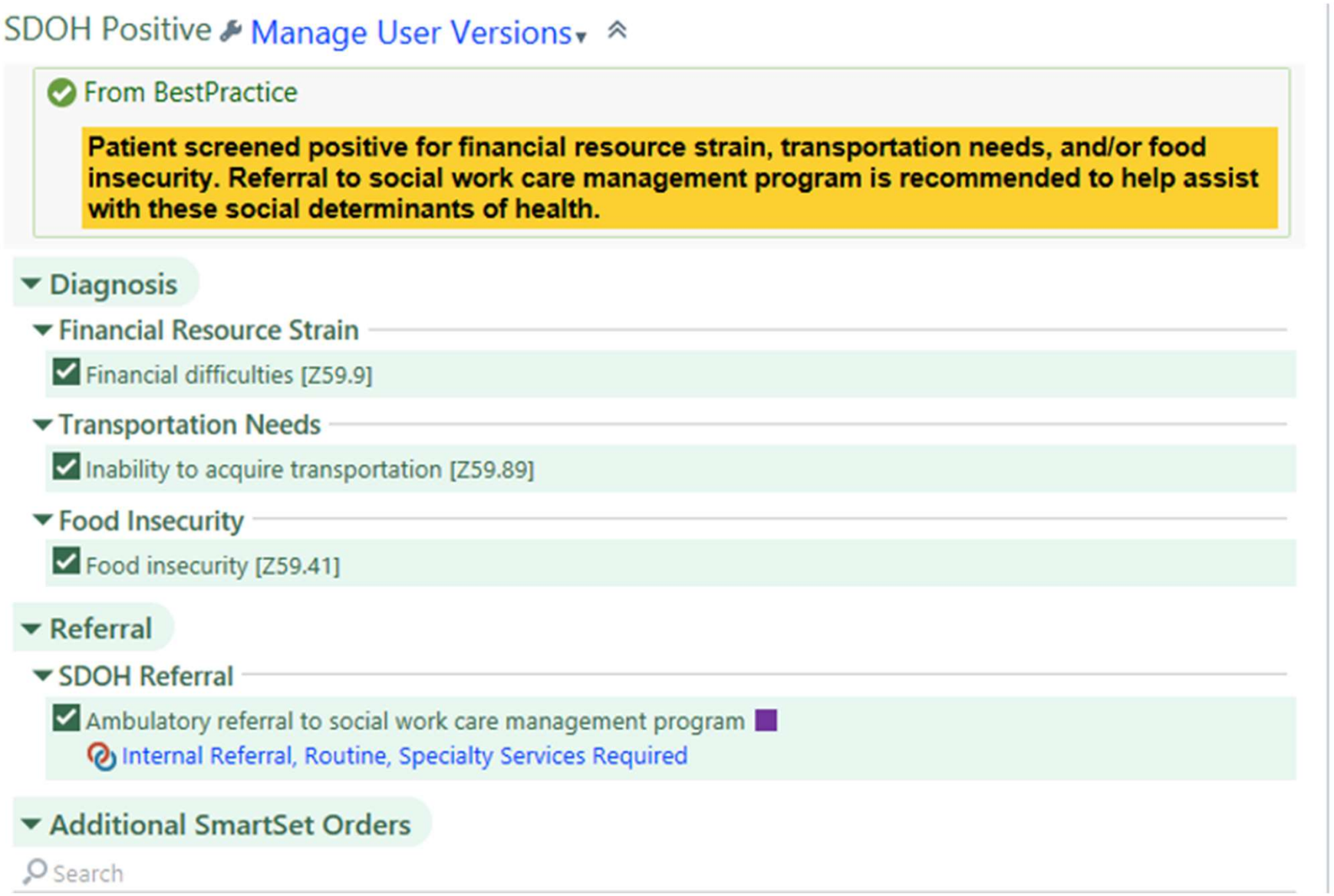
Phase 2 – Action
Automatic Referral Process



BPA


SDOH Positive
PCP: Me
Primary Cvg: Medicare/Medicare...
Allergies: Contrast [Iodinated Diagnostic Agents]
Active Therapy Plans
COVID Symptom Screening: none
6/8 MEDICARE ANNUAL WELLNESS
Weight - Scale: 128 kg (282 lb)
BMI: 45.52 kg/m²
BestPractice Advisory - Medicare, Ashley
Patient screened positive for financial resource strain, transportation needs, and/or food insecurity. Referral to social work care management program is recommended to help assist with these social determinants of health.
Open SmartSet
Do Not Open
SDOH Positive Preview
Acknowledge Reason (Action taken)
Patient declines
Accept
Cancel

SmartSet



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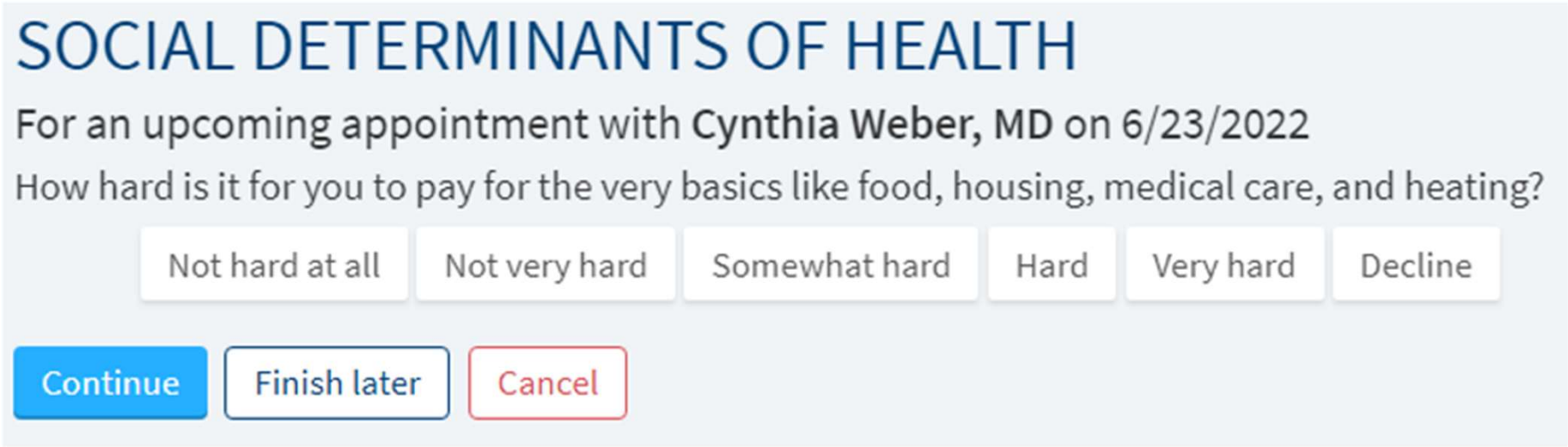
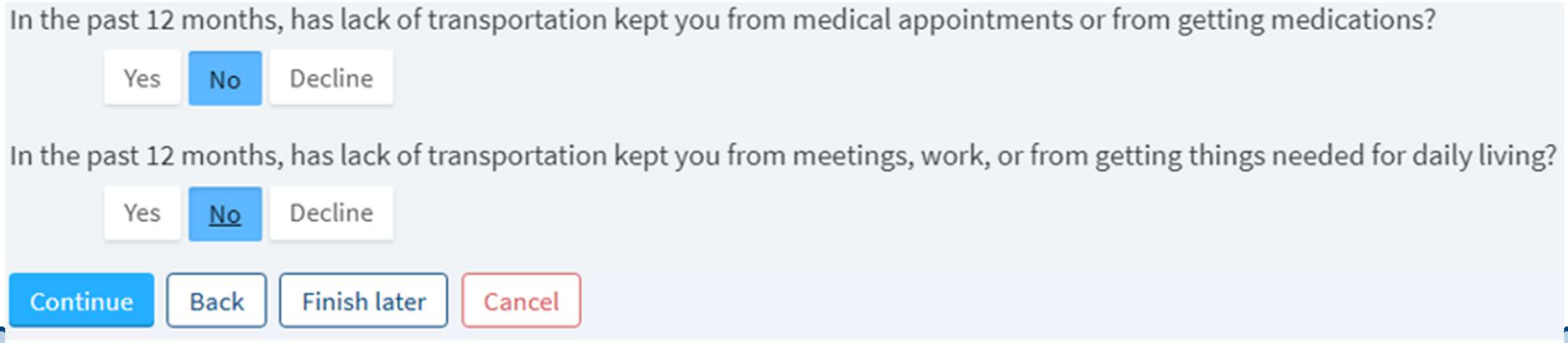
MyChart Inclusion

If SDoH not asked in the last year SDoH will be added to Pre-registration in *MyChart*





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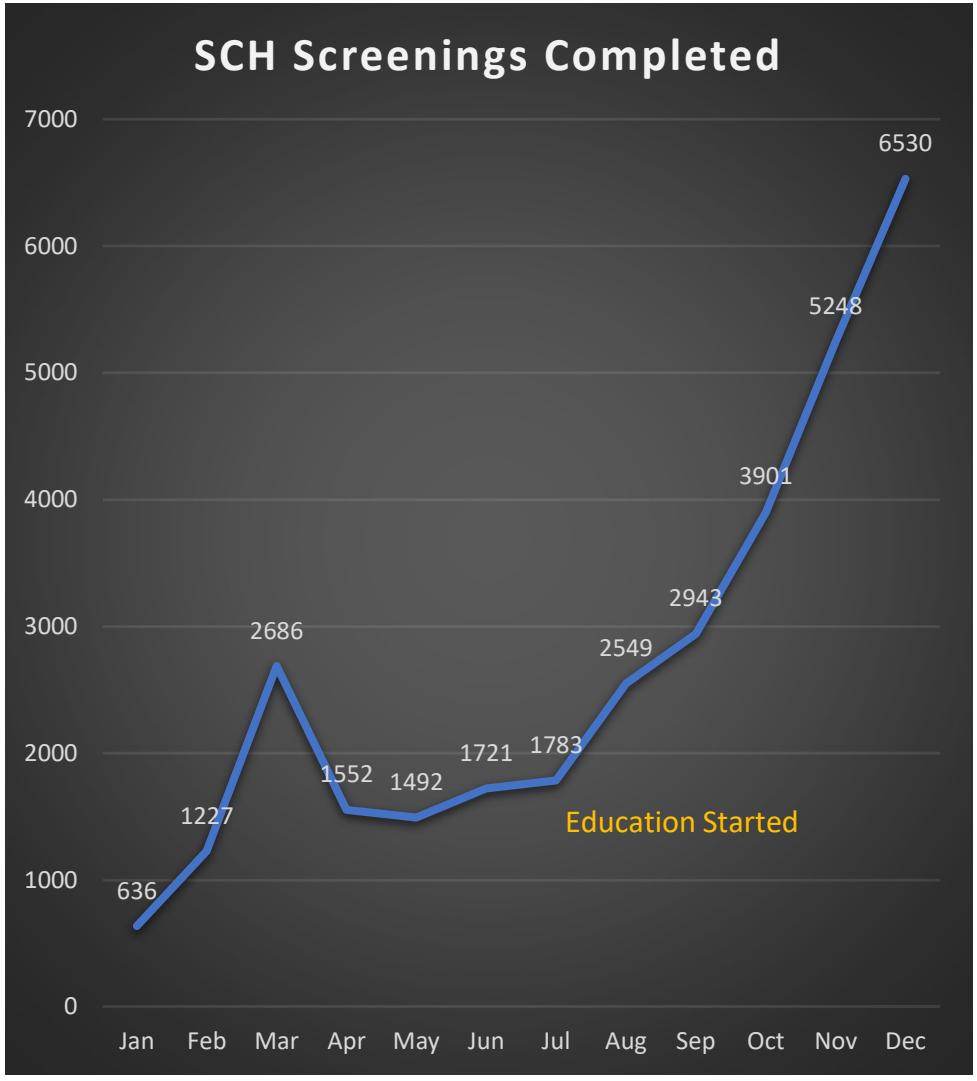
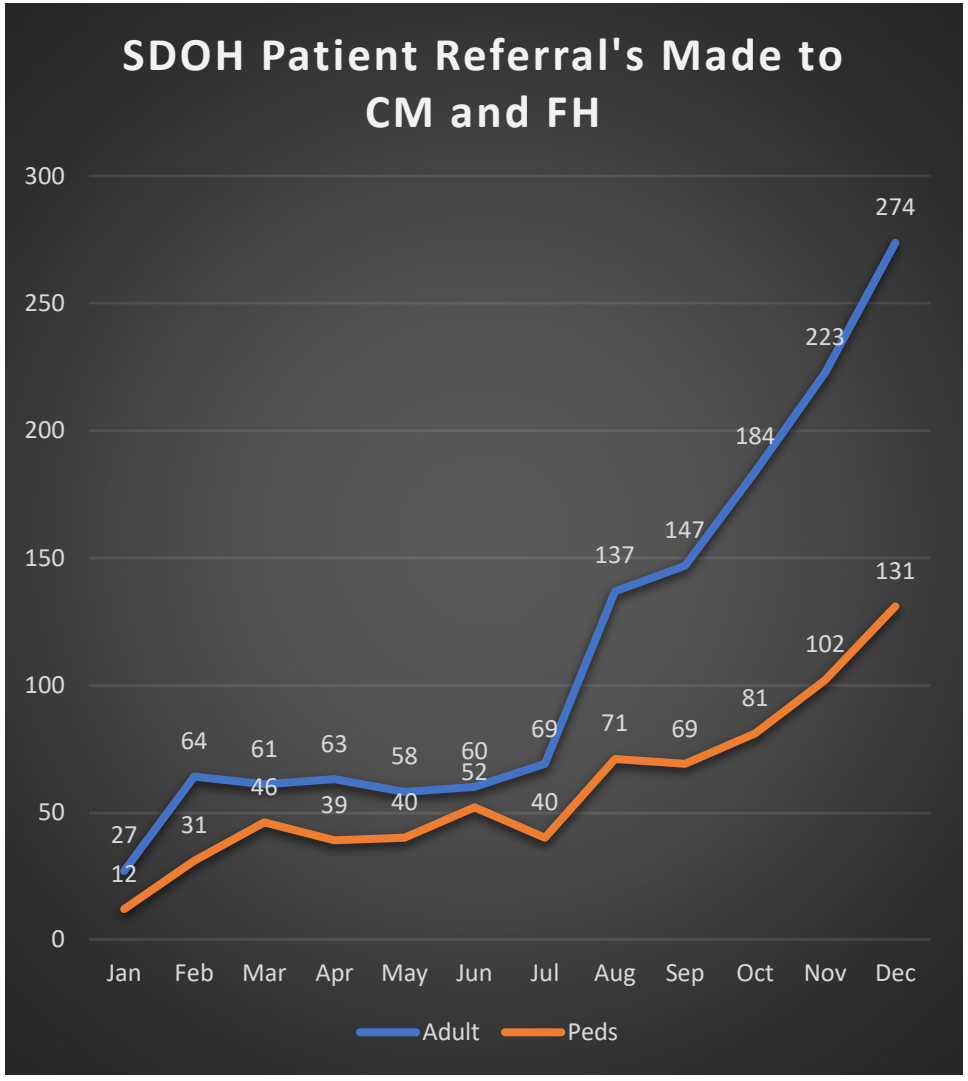
SDoH Screening & Referral Uptick: Education and Automation





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Phase 2: Action
Collaboration

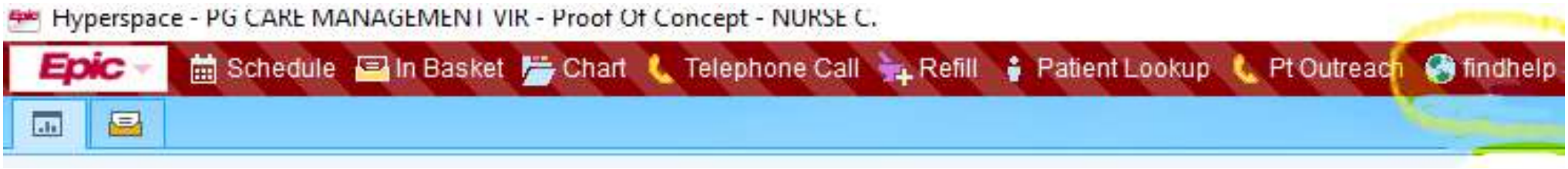
- Collaborated with Care Managers (CM) & Community Health Staff
- Findhelp & IT coordinated to build features into EPIC
- Developed process for getting Community Based Organizations involved
- Created SDoH & Findhelp eLearning- mandatory to all staff/providers
- Face to face education & promotional items delivered to ever site

Making FindHelp Accessible to Staff

Findhelp (FH) link will be added to the Tool Bar in Epic

You can use this to show your patient what the site looks like and how to navigate it

You can use this to look for Community Based Organizations (CBO) for your patient/family



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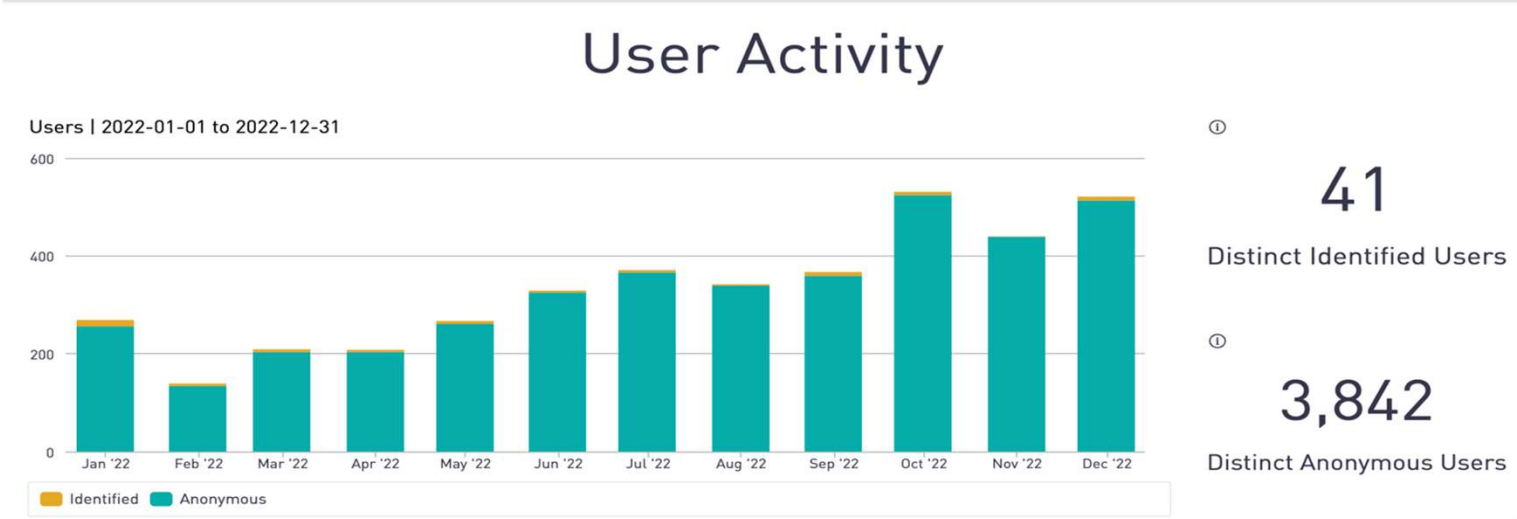
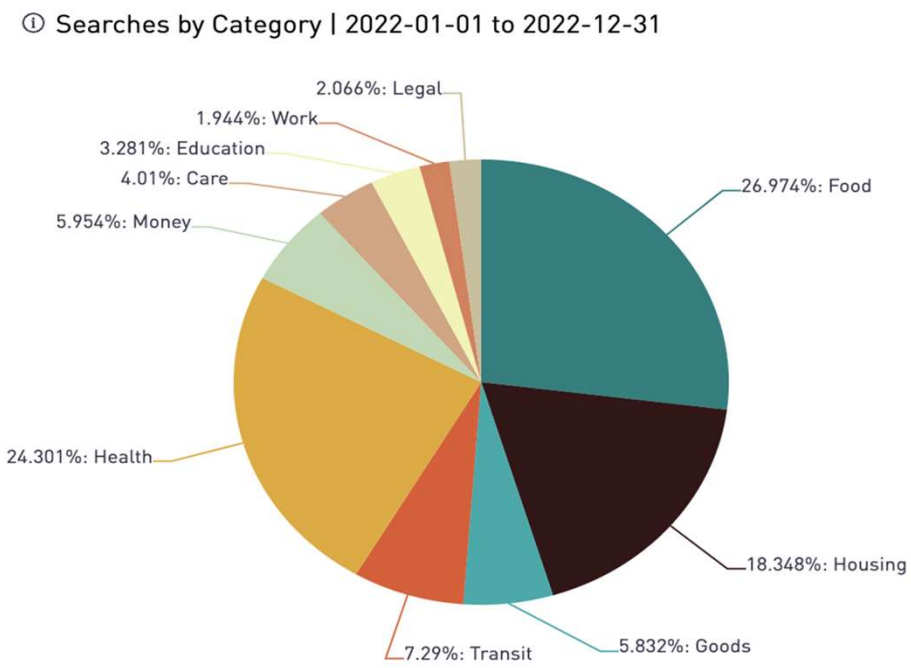
FindHelp Follow-up

Increase in patients using Star's FindHelp since education

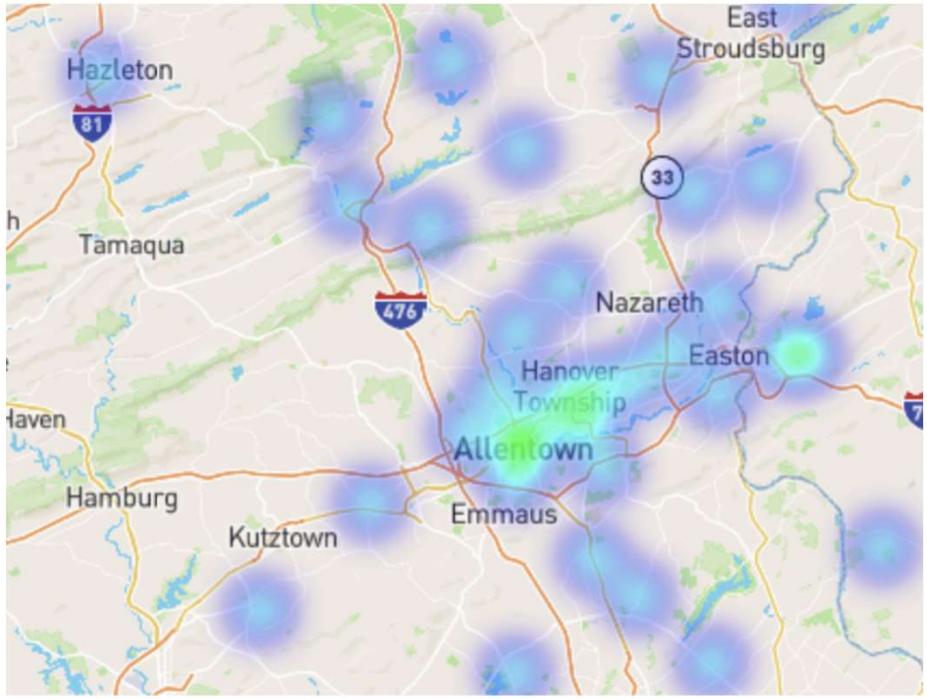


Phase 3: *Impact the Community*

Patient Searches by Category



Heat Map
Showing zip codes people are searching on FindHelp



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Where are patient's having trouble?

In 2022, **37,962** Patient's have been screened for SDoH. This graph shows the number of patients who selected "Somewhat Hard", "Hard", or "Very Hard" on the survey for either Financial, Food or Transport.