



Social Determinants of Health: *Screening, Action, Impact*

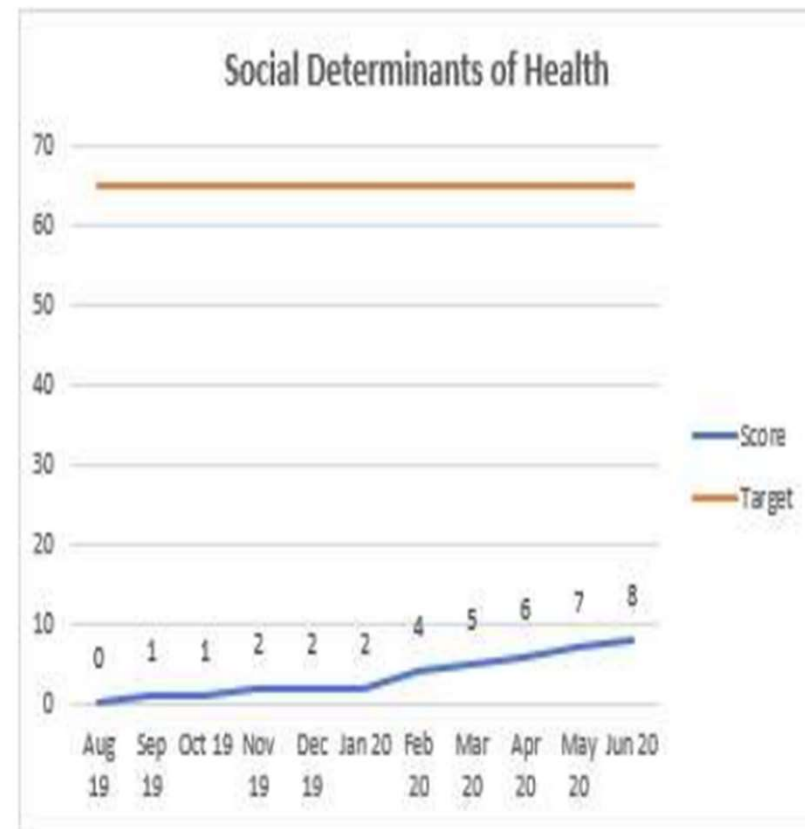
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Chief Medical Officer
Director of Quality



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

Rooming

Visit Info Injection Details Vital Signs Directives HEALTH CARE PROXY ACP Documents Health Status Care Everywhere Allergies Verify Rx E
Answer Qnrs History **Social Determinants** Lung Cancer Scr **BestPractice** Pap Tracking Goals Screenings MyChart Proxy

Review Social Determinants

♥ Social Determinants of Health

-  Tobacco Use [↗](#)
Jun 1 2022: High Risk
-  Financial Resource Strain [↗](#)
Jun 22 2022: High Risk
-  Transportation Needs [↗](#)
Jun 22 2022: Unmet Transportation Needs
-  Stress [↗](#)
Apr 15 2022: Not on file
-  Intimate Partner Violence [↗](#)
Not on file
-  Housing Stability [↗](#)
Not on file
-  Alcohol Use [↗](#)
Jan 14 2022: Not on file
-  Food Insecurity [↗](#)
Jun 22 2022: Food Insecurity Present
-  Physical Activity [↗](#)
Apr 15 2022: Not on file
-  Social Connections [↗](#)
Apr 15 2022: Not on file
-  Depression [↗](#)
Sep 16 2021: Not at risk

✓ Close

⚠️ 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

SDOH Positive  [Manage User Versions](#) 

 From BestPractice

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.

▼ Diagnosis

▼ Financial Resource Strain

 Financial difficulties [Z59.9]

▼ Transportation Needs

 Inability to acquire transportation [Z59.89]


▼ Food Insecurity

 Food insecurity [Z59.41]

▼ Referral

▼ SDOH Referral

 Ambulatory referral to social work care management program 

 [Internal Referral, Routine, Specialty Services Required](#)

▼ Additional SmartSet Orders

 Search

MyChart Inclusion

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

SOCIAL DETERMINANTS OF HEALTH

For an upcoming appointment with Cynthia Weber, MD on 6/23/2022

How hard is it for you to pay for the very basics like food, housing, medical care, and heating?

Not hard at all

Not very hard

Somewhat hard

Hard

Very hard

Decline

Continue

Finish later

Cancel

In the past 12 months, has lack of transportation kept you from medical appointments or from getting medications?

Yes

No

Decline

In the past 12 months, has lack of transportation kept you from meetings, work, or from getting things needed for daily living?

Yes

No

Decline

Continue

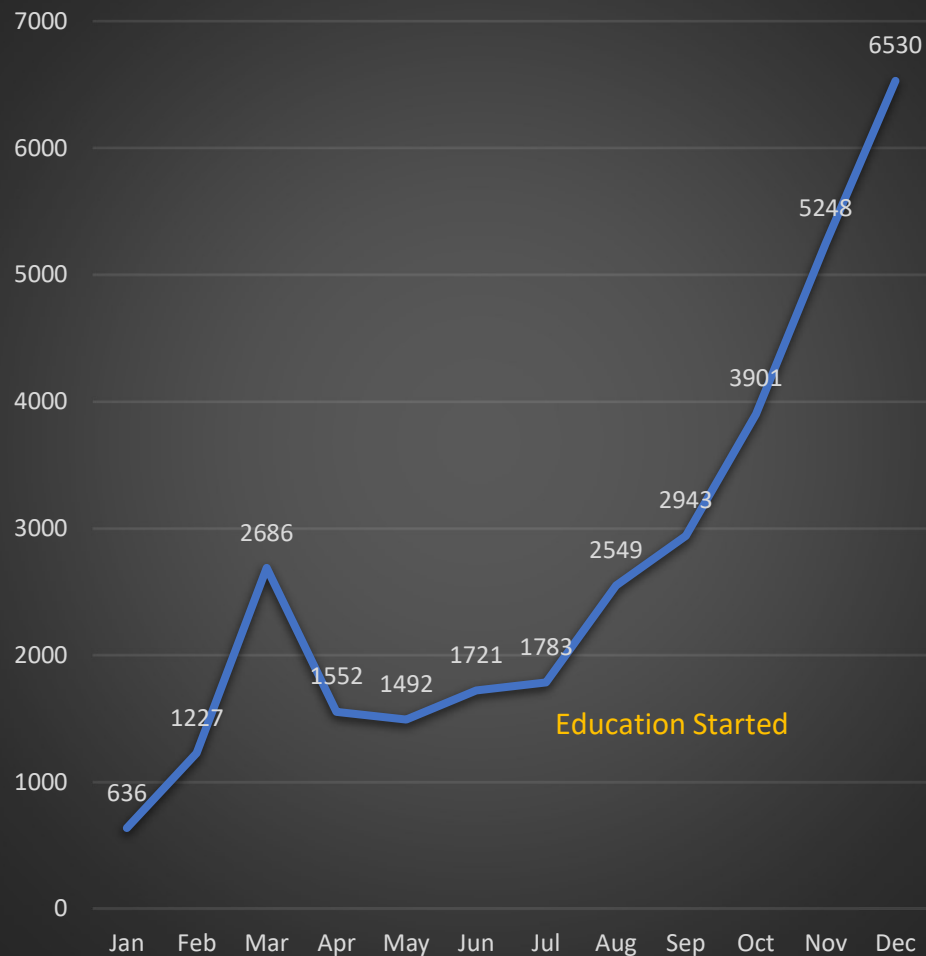
Back

Finish later

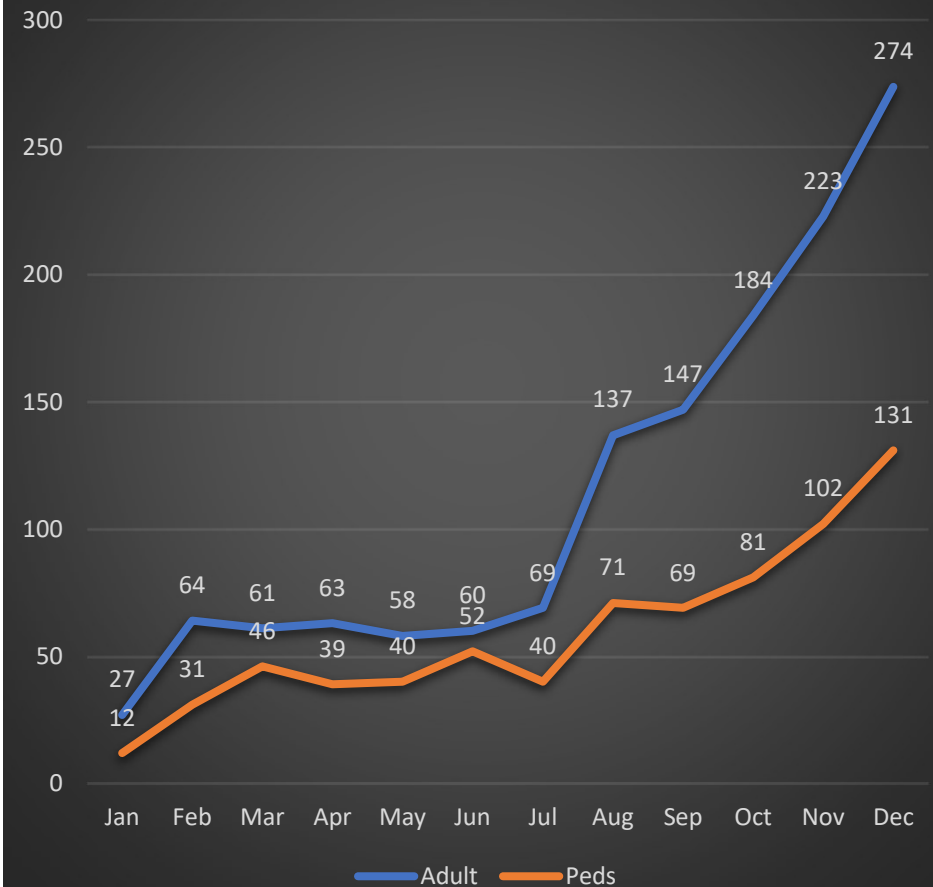
Cancel

SDoH Screening & Referral Uptick: Education and Automation

SCH Screenings Completed



SDOH Patient Referral's Made to CM and FH



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



Search and connect to support

starcommunityhealth.findhelp.org

Find programs near you for:

- FOOD
- EDUCATION
- WORK
- TRANSPORTATION
- HOUSING
- LEGAL SERVICES



*Busque y póngase en contacto
con asistencia*

Starcommunityhealth.findhelp.com

Encuentre programas cerca para lo siguiente:

- ALIMENTACIÓN
- EDUCACIÓN
- TRABAJO
- TRANSPORTE
- VIVIENDA
- SERVICIOS LEGALES

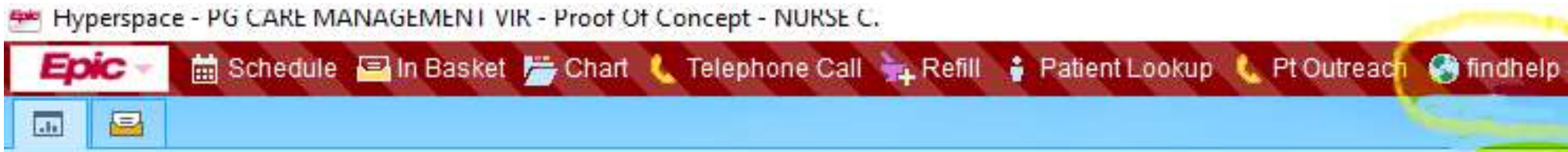


Making FindHelp Accessible to Staff

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

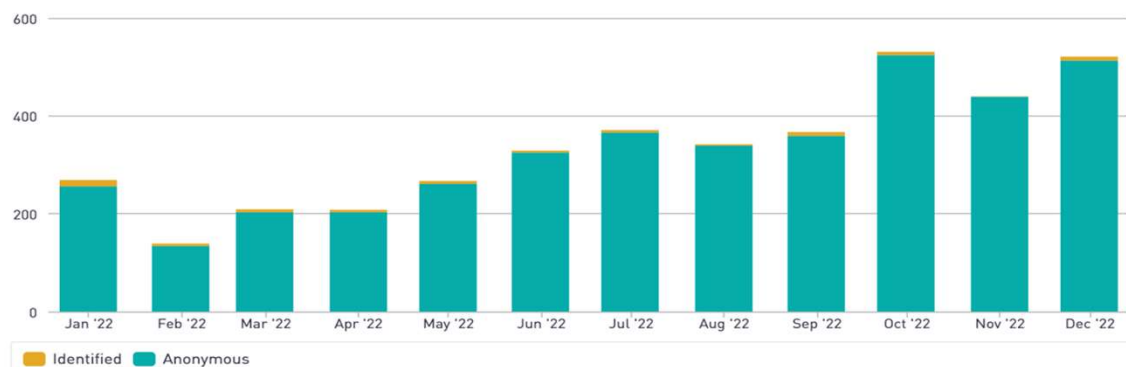


FindHelp Follow-up

Increase in patients using Star's FindHelp since education

User Activity

Users | 2022-01-01 to 2022-12-31



①

41

Distinct Identified Users

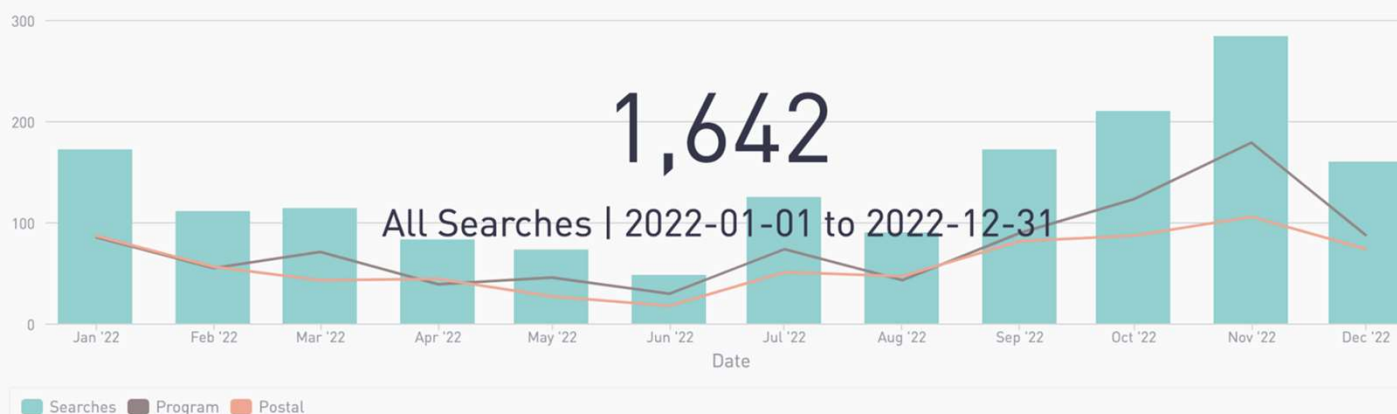
①

3,842

Distinct Anonymous Users

Search Activity

① All Searches | 2022-01-01 to 2022-12-31



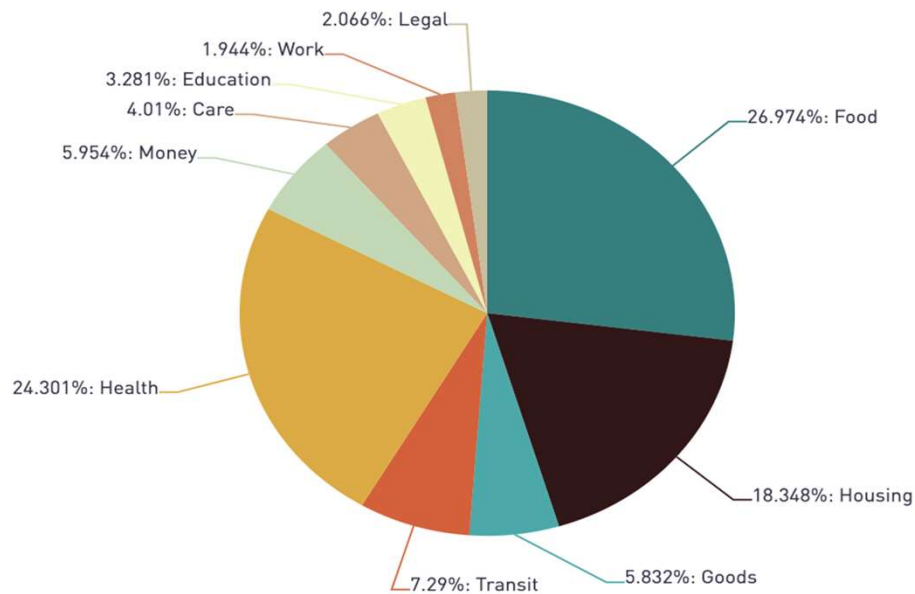
1,642

All Searches | 2022-01-01 to 2022-12-31

Phase 3: *Impact the Community*

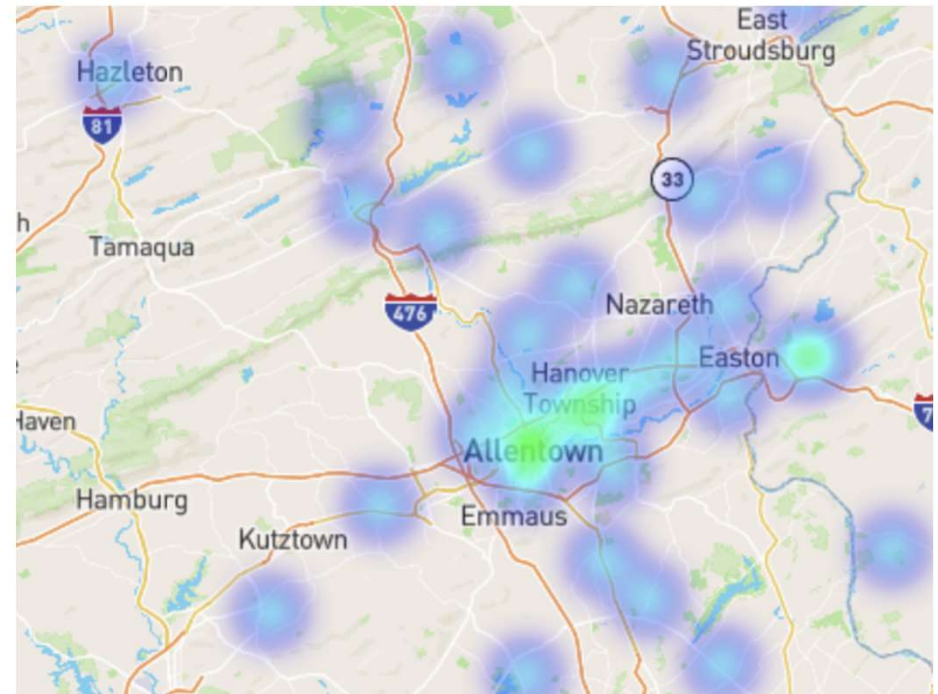
Patient Searches by Category

① Searches by Category | 2022-01-01 to 2022-12-31



Heat Map

Showing zip codes people are searching on FindHelp



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.

