


La Vista, Nebraska

Life is Messy, But I Can't Afford to Clean it Up

Chris Espersen, MSPH

NHA Convention
October 25 - 27, 2017

#NHACONV90
@ChrisEspersen

An abstract graphic featuring three overlapping circles in teal, green, and yellow. A grid pattern is visible within the teal circle. The circles are positioned on the right side of the slide, partially overlapping the title and speaker information.

Session Objectives

- Develop a strategy to identify and address social determinants of health in the community
- Create strategies to optimize population health management and health equity opportunities in Nebraska
- Integrate social determinants of health across your organization's health information technology landscape, from documentation to reporting to engaging patients

3

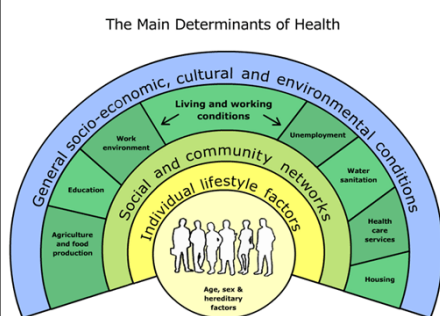
Way to be in this Session

- Q&A throughout
- Worksheet
- Tools
- “All teach, all learn”
- Your time is valuable—make this session your own by giving feedback throughout

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Social Determinants of Health



Dahlgren & Whitehead



Figure 1
Impact of Different Factors on Risk of Premature Death



SOURCE: Schroeder, SA. (2007). *Why Can't We Better... Improving the Health of the American People*. MDMA 2017-2021-18.

Balloon Exercise

5



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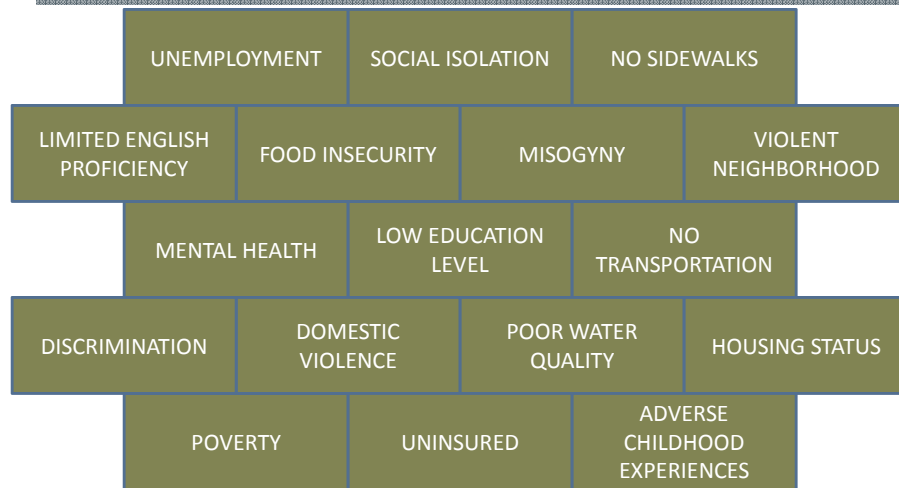
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Interaction of Social Determinants

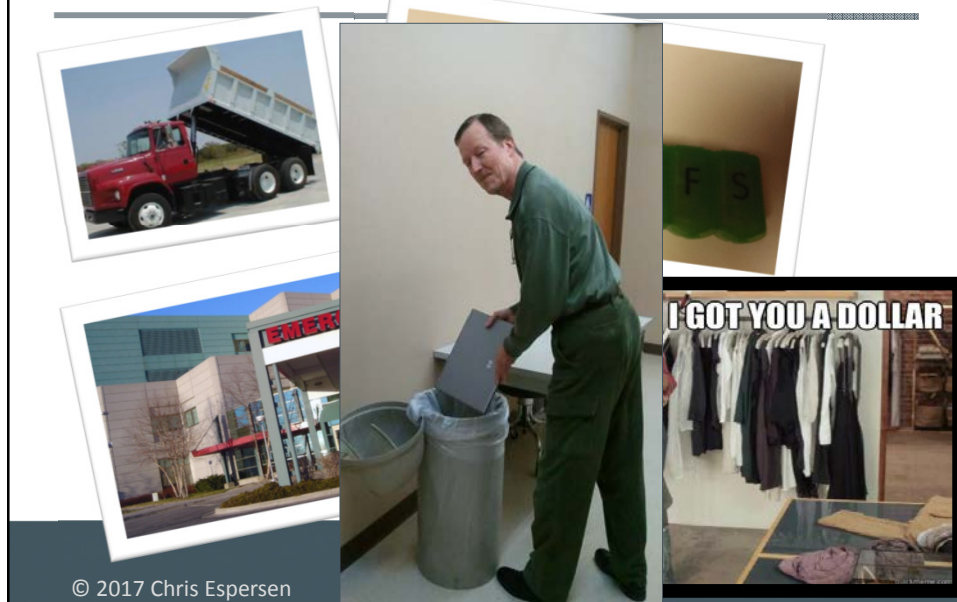
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You want me to do what?!?

8



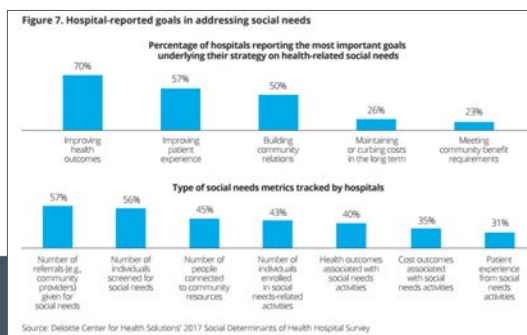
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Our Story



The Case for Addressing SDOH

- Providers-MACRA
- From clinicians to principals to employers
- Unintended consequences of not paying upfront
- The “myth of bootstrapping”
- Your patient outcomes and staff satisfaction!

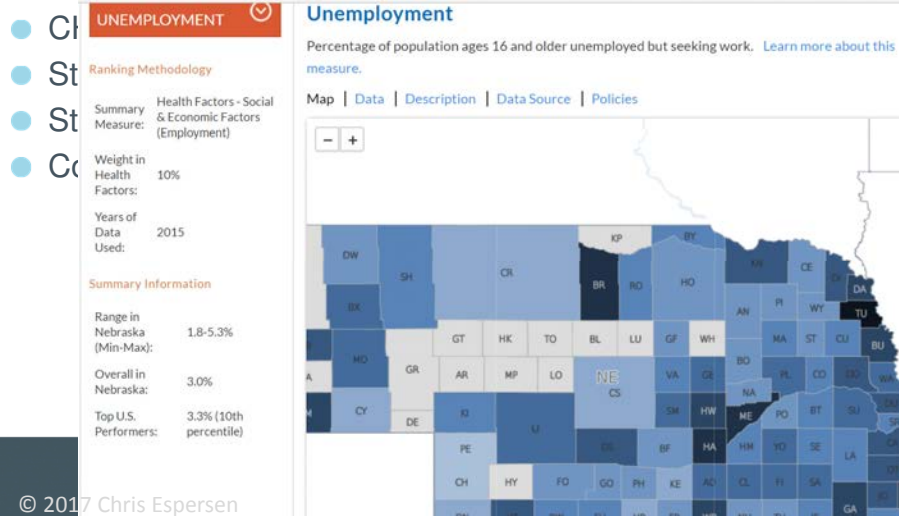


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Where to Begin

11

- Publicly available data



Where to Begin

12

- Publicly available data
- CHNA/PCMH/Claims/other collected data**
- Stratifying clinical indicators
- Staff interviews
- Community partners



Community-Based Health Needs Assessment Activities: Opportunities for Collaboration Between Public Health Departments and Rural Hospitals

Executive Summary

Since the passage of IRS and Public Health Accreditation Board requirements for community-based health assessments in 2011, state and federal agencies have sought ways of encouraging collaboration between local public health departments and rural hospitals. This document explores the framework and regulatory background that have informed how and why rural communities approach community-based health needs assessments. It also looks at opportunities and barriers that local public health departments and rural hospitals face in their attempts to work collaboratively on projects. By scanning models from across the country, the authors are able to explore areas of education and collaboration, funding, and data sharing as opportunities for increased collaboration. Lastly, the scan provides several recommendations for how state offices of rural health and state health officials can work collaboratively to encourage local public health departments and rural hospitals to complete joint community-based health needs assessments.

Introduction

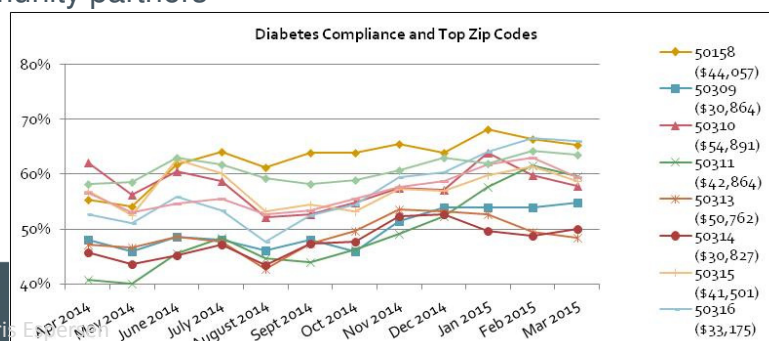
Developing community-based health needs assessments (CHNAs) has been a cornerstone of local health and human service planning for decades. However, this process was voluntary until IRS released its CHNA requirements for nonprofit hospitals and the Public Health Accreditation Board added CHNAs to its accreditation requirements for health departments. The authors developed this scan at HRSA's

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Where to Begin

13

- Publicly available data
- CHNA/PCMH/other collected data
- Stratifying clinical indicators – primary vs tertiary**
- Staff interviews
- Community partners



Where to Begin

14

- Publicly available data
- CHNA/PCMH/other collected data
- Stratifying clinical indicators
- Staff interviews**
- Community partners



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Where to Begin

- Publicly available data
- CHNA/PCMH/other co
- Stratifying clinical indicators
- Staff interviews
- **Community partners**

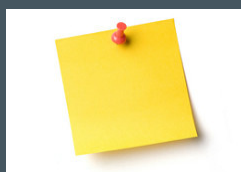
YES!

WHAT?!



16

Where will you begin (or continue) looking for data to address social determinants of health at your practice?



17

Create strategies to optimize
population health management and
health equity opportunities

18

Proactively screening for SDOH

Which tool?

Current Workload

Relationship with Client

Comfort/Belief Systems

Timing

Sharing Across Silos

PRAPARE: Protocol for Responding to and Assessing Patient Assets, Risks, and Experiences
 Paper Version of PRAPARE for Implementation As of March 14, 2016

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Personal Characteristics 1. Are you Hispanic or Latino? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> I choose not to answer this question			7. What is your housing situation today? <input type="checkbox"/> I have housing <input type="checkbox"/> I do not have housing (staying with others, in a hotel, in a shelter, living outside on the street, on a beach, in a car, or in a park) <input type="checkbox"/> I choose not to answer this question																		
2. Which race(s) are you? Check all that apply. <table border="1"> <tr> <td><input type="checkbox"/> Asian</td> <td><input type="checkbox"/> Native Hawaiian</td> </tr> <tr> <td><input type="checkbox"/> Pacific Islander</td> <td><input type="checkbox"/> Black/African American</td> </tr> <tr> <td><input type="checkbox"/> White</td> <td><input type="checkbox"/> Other (please write)</td> </tr> <tr> <td colspan="2"><input type="checkbox"/> I choose not to answer this question</td> </tr> </table>			<input type="checkbox"/> Asian	<input type="checkbox"/> Native Hawaiian	<input type="checkbox"/> Pacific Islander	<input type="checkbox"/> Black/African American	<input type="checkbox"/> White	<input type="checkbox"/> Other (please write)	<input type="checkbox"/> I choose not to answer this question		8. Are you worried about losing your housing? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> I choose not to answer this question										
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<input type="checkbox"/> White	<input type="checkbox"/> Other (please write)																				
<input type="checkbox"/> I choose not to answer this question																					
3. At any point in the past 2 years, has season or migrant farm work been your or your family's main source of income? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> I choose not to answer this question			9. What address do you live at? Street: _____ City, State, Zipcode: _____																		
4. Have you been discharged from the armed forces of the United States? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> I choose not to answer this question			Money & Resources 10. What is the highest level of school that you have finished? <table border="1"> <tr> <td><input type="checkbox"/> Less than high school degree</td> <td><input type="checkbox"/> High school diploma or GED</td> </tr> <tr> <td><input type="checkbox"/> More than high school</td> <td><input type="checkbox"/> I choose not to answer this question</td> </tr> </table>			<input type="checkbox"/> Less than high school degree	<input type="checkbox"/> High school diploma or GED	<input type="checkbox"/> More than high school	<input type="checkbox"/> I choose not to answer this question												
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<input type="checkbox"/> English	<input type="checkbox"/> Language other than English (please write)																				
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<input type="checkbox"/> Unemployed	<input type="checkbox"/> Part-time or temporary work	<input type="checkbox"/> Full-time work																			
<input type="checkbox"/> Otherwise unemployed but not seeking work (ex: student, retired, disabled, unpaid primary care giver)																					
Please write: _____																					
<input type="checkbox"/> I choose not to answer this question																					
Family & Home 6. How many family members, including yourself, do you currently live with? _____ <input type="checkbox"/> I choose not to answer this question			12. What is your main insurance? <table border="1"> <tr> <td><input type="checkbox"/> None/uninsured</td> <td><input type="checkbox"/> Medicaid</td> </tr> <tr> <td><input type="checkbox"/> CHIP/Medicaid</td> <td><input type="checkbox"/> Medicare</td> </tr> <tr> <td><input type="checkbox"/> Other public insurance (not CHIP)</td> <td><input type="checkbox"/> Other Public Insurance (CHIP)</td> </tr> <tr> <td><input type="checkbox"/> Private Insurance</td> <td></td> </tr> </table>			<input type="checkbox"/> None/uninsured	<input type="checkbox"/> Medicaid	<input type="checkbox"/> CHIP/Medicaid	<input type="checkbox"/> Medicare	<input type="checkbox"/> Other public insurance (not CHIP)	<input type="checkbox"/> Other Public Insurance (CHIP)	<input type="checkbox"/> Private Insurance									
<input type="checkbox"/> None/uninsured	<input type="checkbox"/> Medicaid																				
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<input type="checkbox"/> Other public insurance (not CHIP)	<input type="checkbox"/> Other Public Insurance (CHIP)																				
<input type="checkbox"/> Private Insurance																					

- CMS 10 item tool
- PRAPARE
- Health Leads
- homegrown

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Environmental Scan

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Resource matrix by
 Mary Jo Elder,
 PharmD candidate

	Resource	Qualifiers
Food Insecurity	Bidwell Riverside Center 515-244-6251 1203 Hartford Avenue Des Moines, IA 50315	-Anyone living on south side of Des Moines -Only accessible once a month -ID and piece of mail required
Utility Bills	LIREAP-IMPACT Community Action Partnership 515-248-6216 1618 Sixth Avenue Des Moines, IA 50314	-Income must fall within 175% of poverty guideline -Maximum household incomes based on household size apply
Unstable Housing	Central Iowa Shelter and Services 515-248-5719 1420 Mulberry Street Des Moines, IA 50309	-All adults needing shelter, availability will vary -Accept intoxicated persons, and those not able to stay at other shelters
Child care	Child Development Center (CFD) 515-282-2193 801 Forest Ave Des Moines, IA 50314	-Ages 6 weeks - 10 years -Open Mon-Fri 6:30am-5:30pm
Medical Bills/Affording Health Care	Jim Eide/Don Free Medical Clinic 515-266-7622 1607 E. 33 rd Street Des Moines, IA 50316	-Anyone in need of medical care -Care for acute illness, no continuing chronic care -No OB/GYN -Some fees apply, but otherwise free
Transportation	Salvation Army Family Services 515-282-3422 1326 6 th Ave Des Moines, IA 50314	-Provide bus passes/tokens for those looking for jobs, need transportation to work before they get their first paycheck, or needing transportation to a doctor's appointment -Need an appointment
Literacy Programs	Adult Literacy Program (Drake University) 515-271-3982 3206 University Ave, School of Education Des Moines, IA 50311	-One-on-one tutoring for literacy, reading problems, dyslexia, learning disabilities, illiteracy, tutoring, and volunteering -\$50 fee, scholarships available -Interview and application required
Finding Work	Project ROWA 515-280-1274 1111 9 th Street, Suite 290 Des Moines, IA 50314	-Open to anyone searching for employment -Irregular hours, call for details
Safety	Children and Families of IA (CFI) 515-243-6147	-Domestic violence services including shelter, outreach services, and state domestic violence hotline
Clothing Needs	St. Mary Family Center 515-262-7290 1815 Hubbell Ave. Des Moines, IA 50316	-Open to anyone, need ID and current piece of mail
Stress/Need for emotional support	Family Enrichment Center Program (FaDSS) 515-286-3406 2309 Euclid Ave. River Place Des Moines, IA 50310	-Polk County residents receiving FIP and Promise Jobs participants -Applications through referrals by Family Development Specialists

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Creating/improving partnerships



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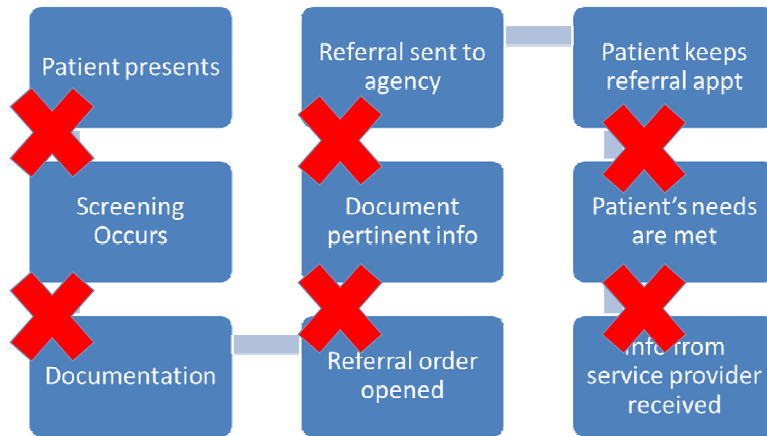
Staff Roles



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Closed Loop Referrals

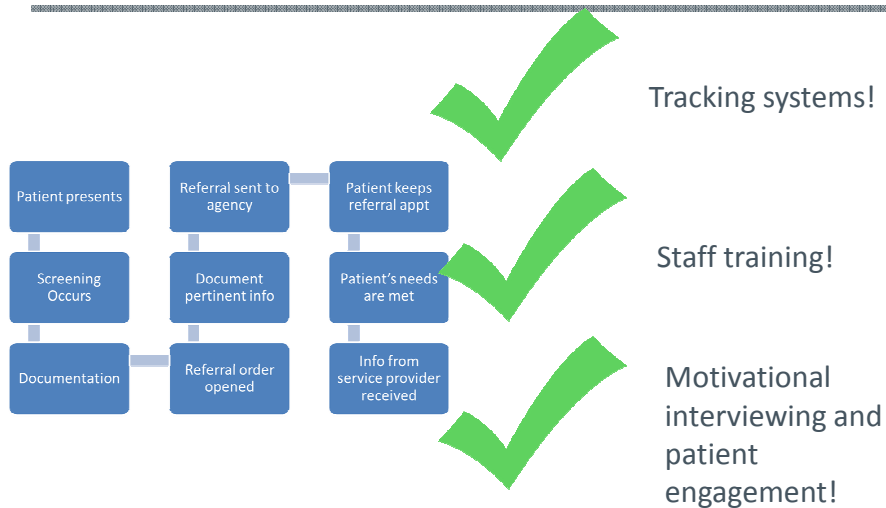
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Closed Loop Referral Checklist

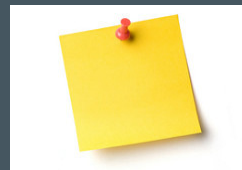
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What techniques do you use
now, or will you use to
improve health equity?



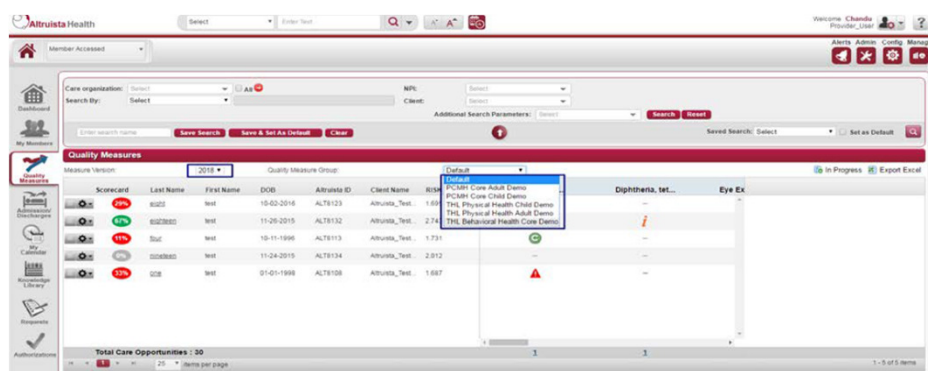
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Integrate social determinants of
health across your organization's
HIT landscape

Registries

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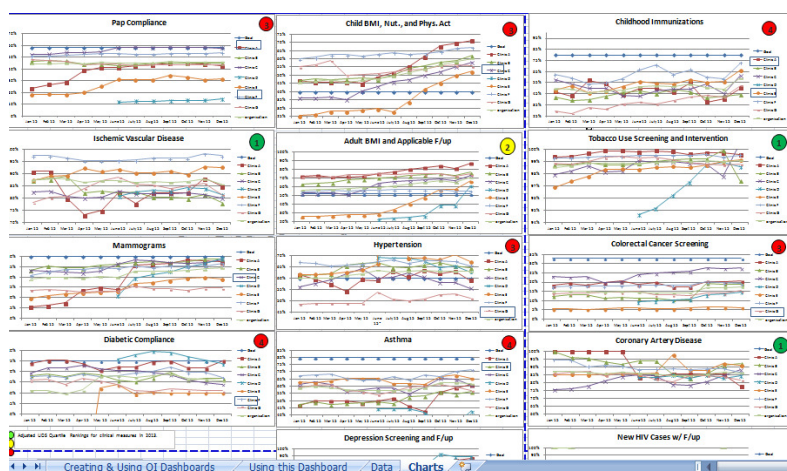
- Once screening is systematic...
- ...(actionable) registries become more useful



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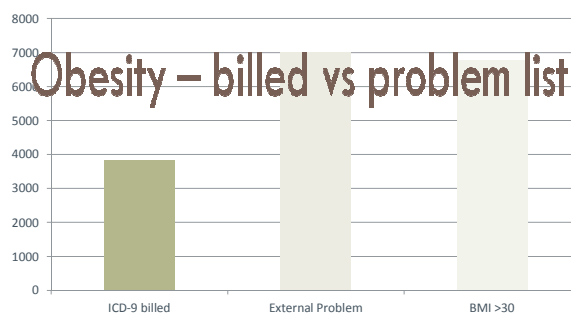
Organizational Dashboards

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- PCMH
 - Disparity data
 - Community resources
 - Care management
- Coding & billing
- Social media
- Cost data
 - ROI



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Staff Success Cards

NURSE CARE MANAGER SUCCESS CARD- MM YYYY

[illegible]

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Staff Satisfaction / “Joy”

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Employee Satisfaction Survey

purpose: This survey is being used to obtain information that will help your health center identify the issues that are important to you. Results will be aggregated and used to make organizational decisions along with aggregated data from other participating health centers in an effort to improve employee satisfaction and the quality of care.

instructions: Each statement is followed by a circle in which to indicate your response. Please check one response that corresponds to how you feel about each statement. There is also a space provided for comments. All information provided is strictly confidential.

MARKING INSTRUCTIONS

- Use a No. 2 pencil or a blue or black ink pen only.
- Do not cut across with ink that reads through the paper.
- Make solid marks that fill the response completely.
- Make no other marks on this form.

CORRECT: ● INCORRECT: ○ ○ ○ ○

1. Which classification below best describes your position?
- ☐ Office (Clinical Accounting, Billing, Front Office Staff, Purchasing, Reception, Referral, Scheduling)
 - ☐ Leadership (Administration, Manager, Supervisor)
 - ☐ Technical (IT, Lab, Pharmacy/Tech, Radiology)
 - ☐ Support staff (Case Management, Dental Assistant, LPN, MA, RDT)
 - ☐ Health Care Provider (Dietitian, Registered Nurse, DO, MD, DC, LAc, MD, NP, OD, Pharmacist)
 - ☐ Facilities (Housekeeping, Maintenance, Security, Traffic Control)

2. How long have you been with the Community Health Center?

☐ Less than 1 year ☐ 1 year, but less than 10

☐ 1 year, but less than 5 ☐ 10 years or more

3. Are you a salaried or hourly employee?

☐ Salaried ☐ Hourly

For questions 4-15, fill in the response corresponding to the answer that best describes your opinion or situation.

Use the following scale: SA - Strongly Agree A - Agree N/A/NO - Neither Agree Nor Disagree D - Disagree SD - Strongly Disagree

	SA	A	N/A/NO	D	SD
4. My job makes good use of my skills and abilities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Our organization is made up of a diverse group of employees.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Our health center staff is aware of the diverse needs of our patients.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. There is a good deal of teamwork and cooperation in this community health center.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Employees in my team cooperate with each other to get the job done.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. I have a clear understanding of the goals and objectives of the community health center.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Organizational policies are clearly communicated.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. I am paid fairly for the work I do.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. The pay raises are satisfactory.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. The fringe benefit package at my place of employment meets my needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. When I do my job I really enjoy it.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. There are opportunities for me to learn and do other things at my place of employment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Draw for sample instructions.

Questions 16-21 / Comments

16. Do you have any suggestions on how to improve the work environment?

17. Do you have any additional comments?

Thank you very much for taking the time to fill out our Employee Satisfaction Survey!

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Person & Family Engagement

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- “Nothing about me without me”
- Person and family engagement must occur at each step of the process



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Patient Level

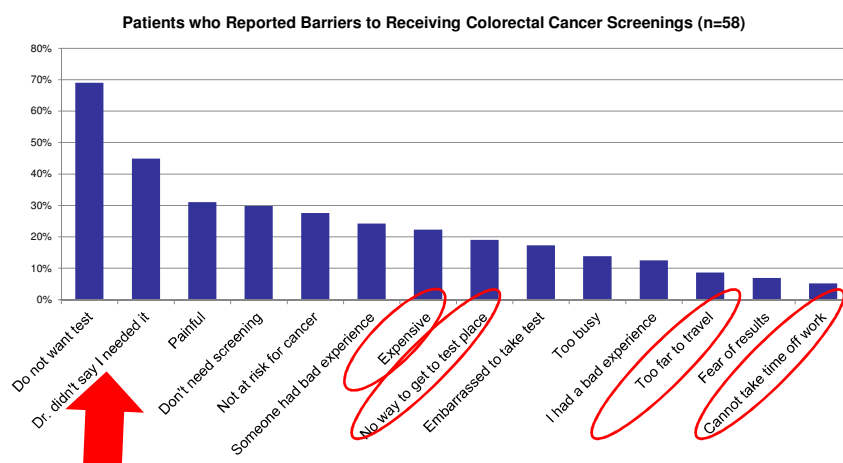
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- Capture of patient barriers in EMR
- Patient goals
- Discharge planning
- MI & TeachBack
- Patient device data
- Waiting room interviews

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Patient Interviews

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Organizational Level

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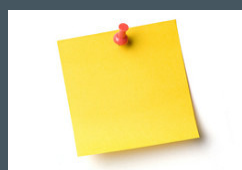
- QI committee
- PFAC/Board member
- Focus groups
- Survey creation/analysis
- Outreach strategies
- Educational materials
- Program development
- Create a culture of patient engagement and input!



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What tactics will you use in your health equity data strategy?



"I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel" – Maya Angelou



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Thank you!

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