From the Clinic to the Community:
Addressing the Social Determinants of Health

Dr. Sarah GiaQuinta, MD, MPH

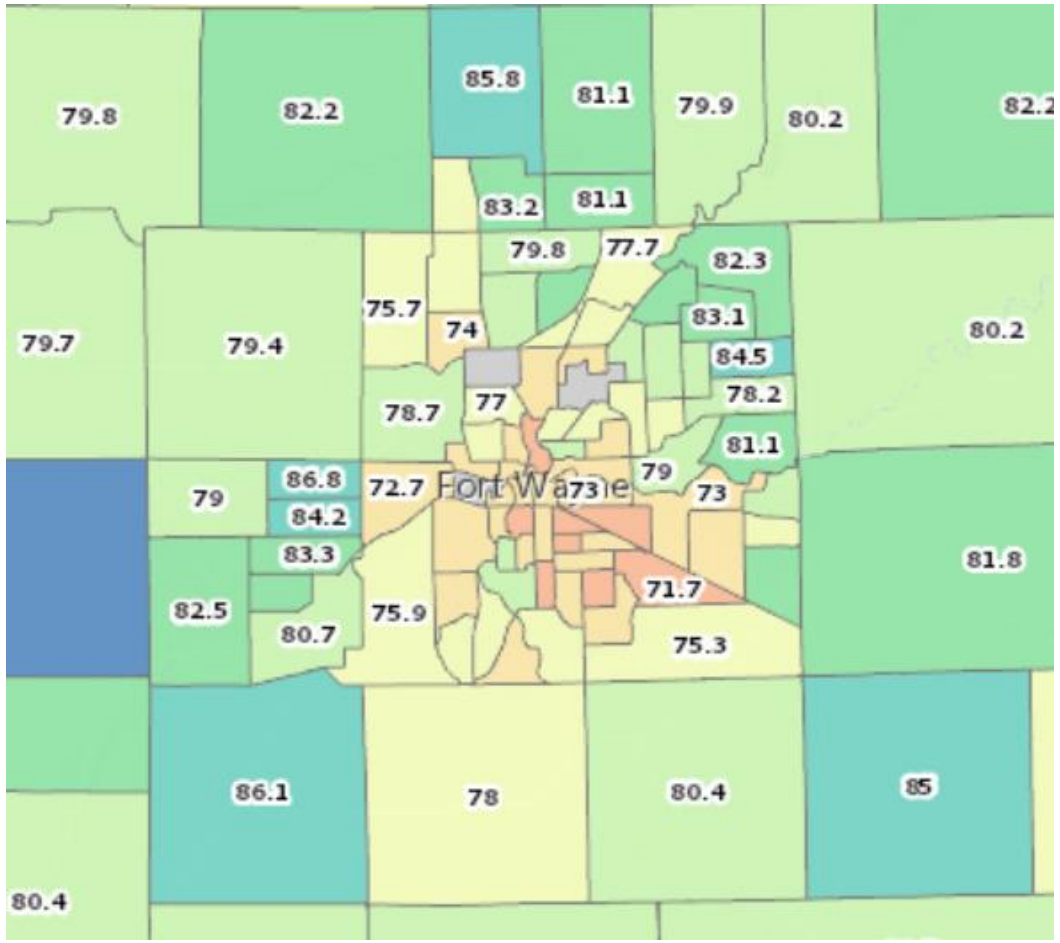
SVP Community Health & Equity

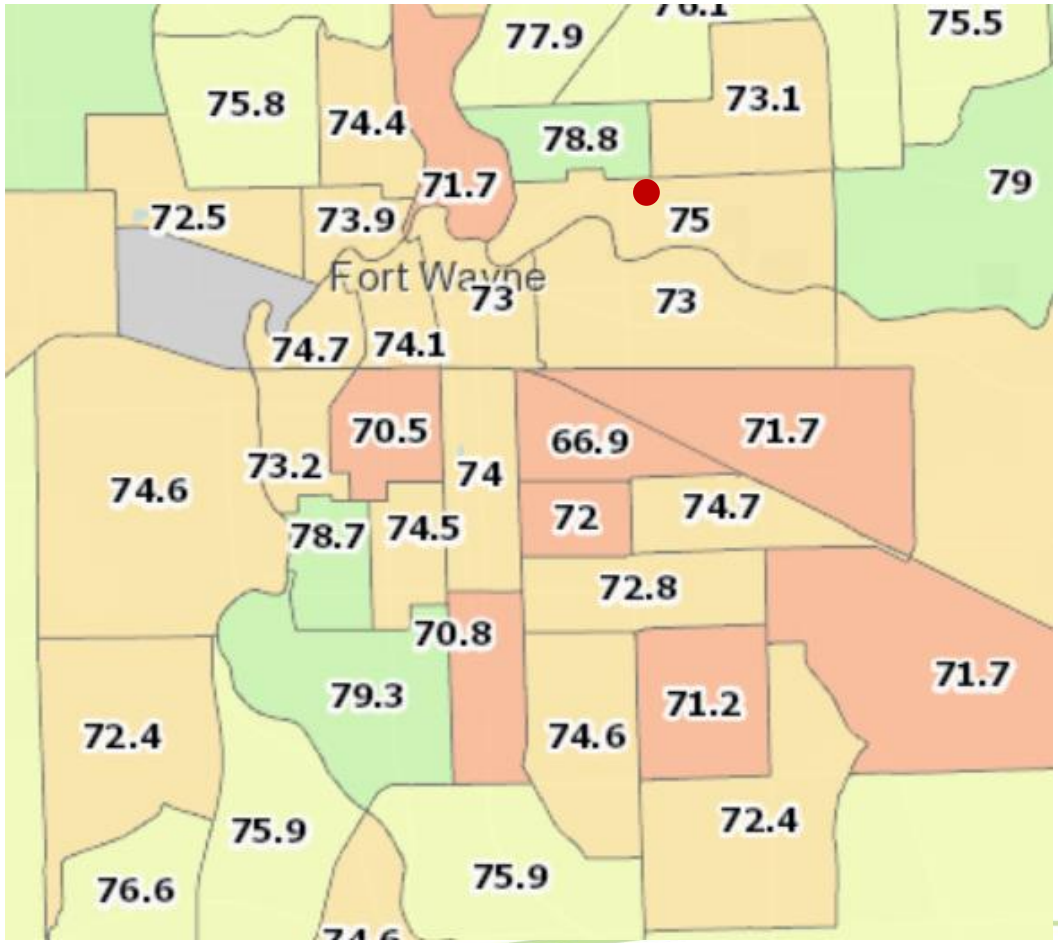
Lisa Knox, MPH

Population Health Supervisor

PARKVIEW

Where You Live Matters

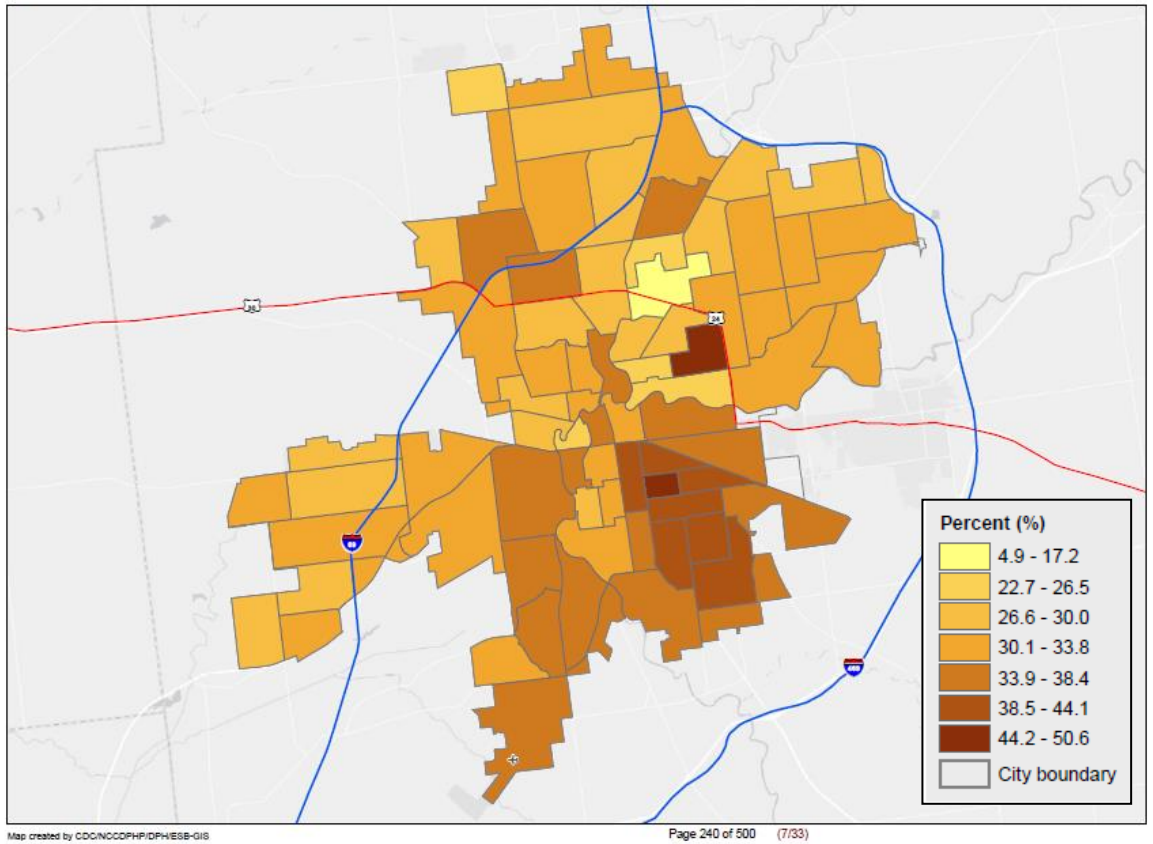




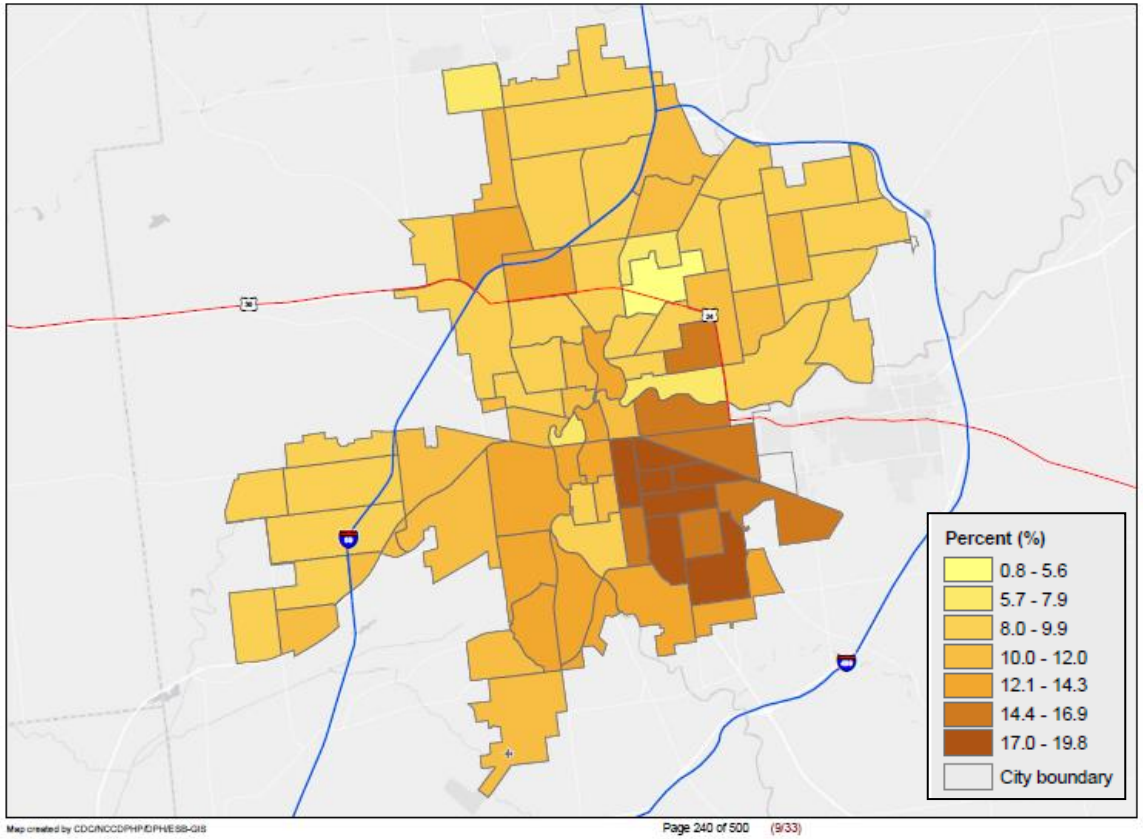
PARKVIEW

Local Health Inequity Data: Hypertension and Diabetes

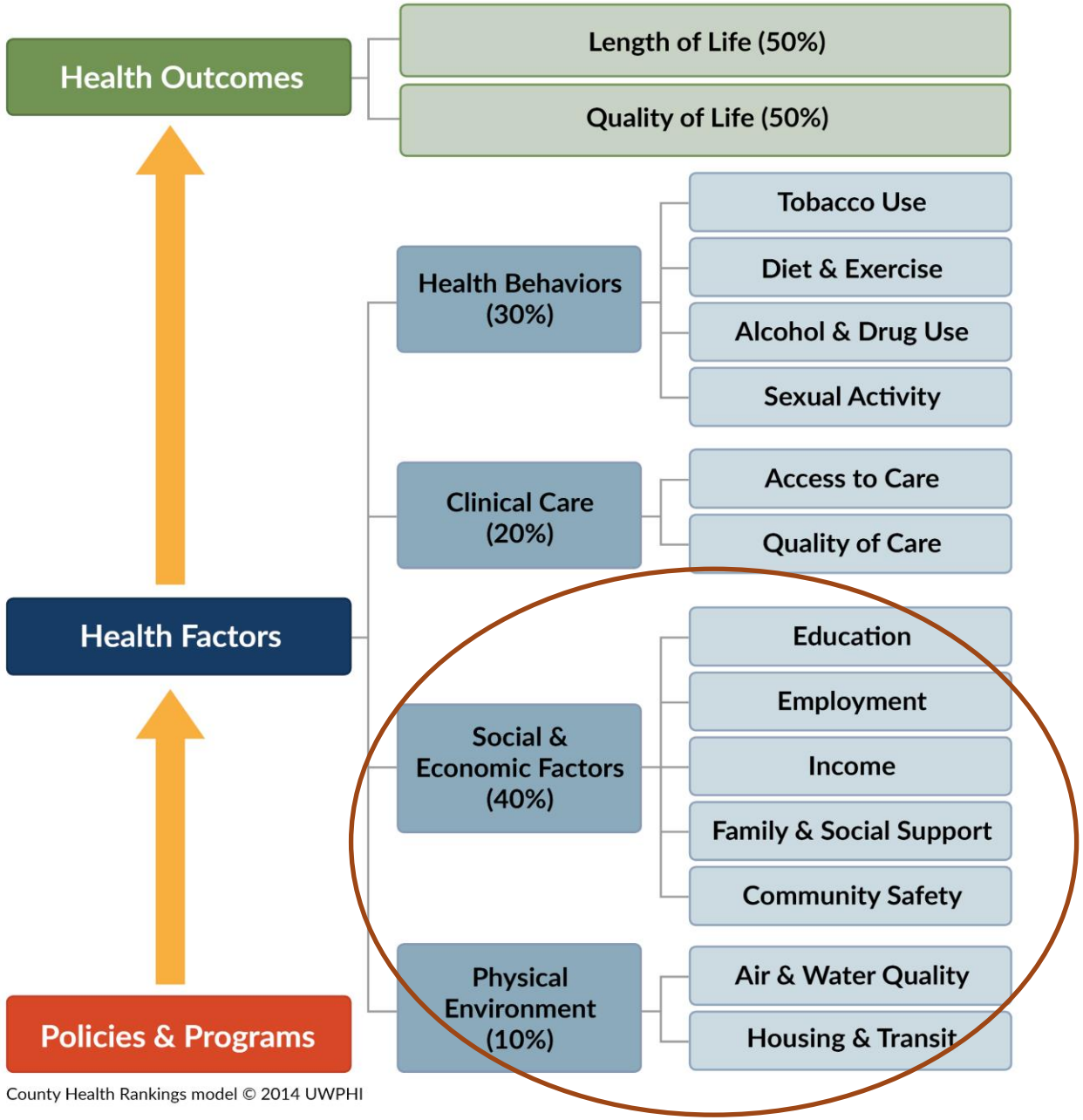
High blood pressure among adults aged ≥18 years by census tract, Fort Wayne, IN, 2015



Diagnosed diabetes among adults aged ≥18 years by census tract, Fort Wayne, IN, 2016



PARKVIEW

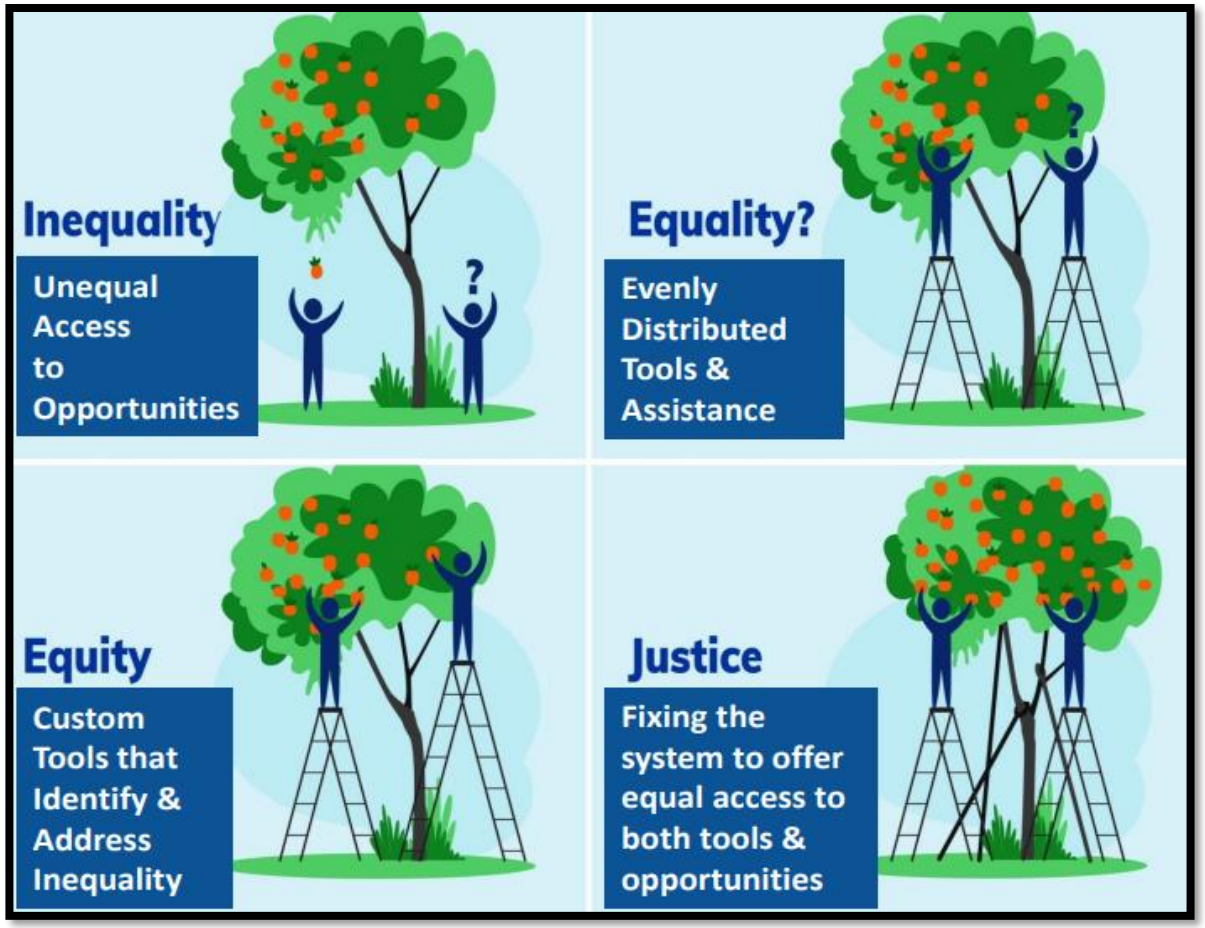


Social Determinants of Health (SDoH)

Conditions in which people are born, grow, live, work, play and age

PARKVIEW

Social Drivers of Health and Equity



Recreated by The Busara Center from Tony Ruth's depiction of Shel Silverstein's The Giving Tree

PARKVIEW

Background

- Parkview Health is a not-for-profit, community-based health system serving a northeast Indiana and northwest Ohio population of more than 1.3 million
  - 10 hospitals
  - Network of primary care and specialty physicians
    - 45+ clinical specialties

PARKVIEW

Parkview's Mission and Vision

- **Mission**: "*Improve* your health and *inspire* your *well-being*."
- **Vision**: "You are at the *center* of everything we do, as an individual, as an employer and as our *community*."

- Pause – Reset – Reframe
  - Overall health and well-being stretches far beyond clinical components alone…
  - Systemwide initiative to better understand the way that we were screening for SDOH across Parkview

PARKVIEW

The Journey

- Formal SDOH screening has been in place at Parkview for over 7 years, BUT…
  - Fragmented and siloed
  - Lack of standardization

- The absence of consistent set of screening questions + variable processes for documenting completed questionnaires = a general lack of meaningful data and conflicting opinions on the best way to screen for and address unmet social needs in patients

- **GOAL**: Standardized approach to collect, interpret, and use SDOH data across Parkview

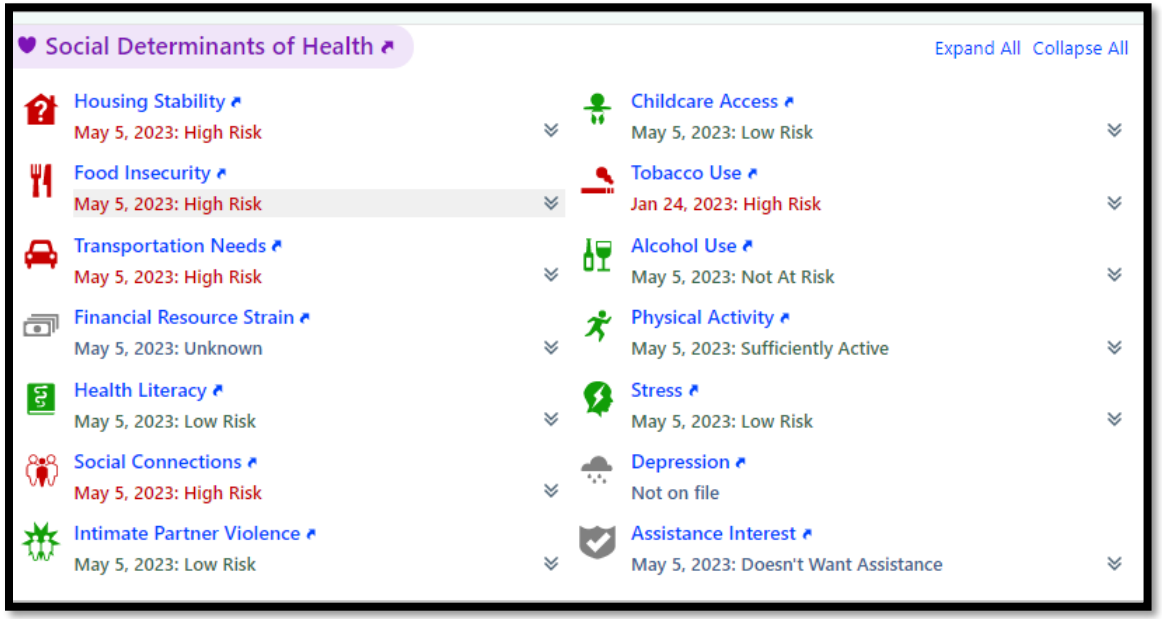
PARKVIEW

Research and Collaboration

- **EHR's model SDOH screening tool vs. customized list of questions?**
  - Potential barriers
    - Achieving consensus among internal subject matter experts
    - EMR build work associated with customization
- **Systemwide SDOH project**
  - Partnership with Parkview's Health Services & Informatics Research (HSIR) team and our research collaborators at the University of Michigan
  - Delphi study: consensus among a diverse group of stakeholders across the health system (questions, frequency of screening, mode of screening)
  - Customized set of validated SDOH screening questions
- **SDOH Advisory Group**
  - Mission: Gather meaningful, system-wide data and promote effective processes to address identified SDOH-related needs, which will then be used to direct community investments, system-wide health initiatives, and comprehensively promote health across our communities.

PARKVIEW

Epic Integration



The EHR…an integral piece of the overall puzzle!

- Shared definition of the data
- Standard approach to interpreting and acting upon the data
- Data which is visible and accessible across the entire care team
  - SDOH SnapShot report
  - SDOH table feature

PARKVIEW

Finalized SDOH Questions

Sample Questions

Screening Domains

- Housing stability
- Food insecurity
- Transportation
- Financial resource strain
- Affording utilities
- Childcare access
- Health literacy
- Social connections
- Stress
- Intimate partner violence

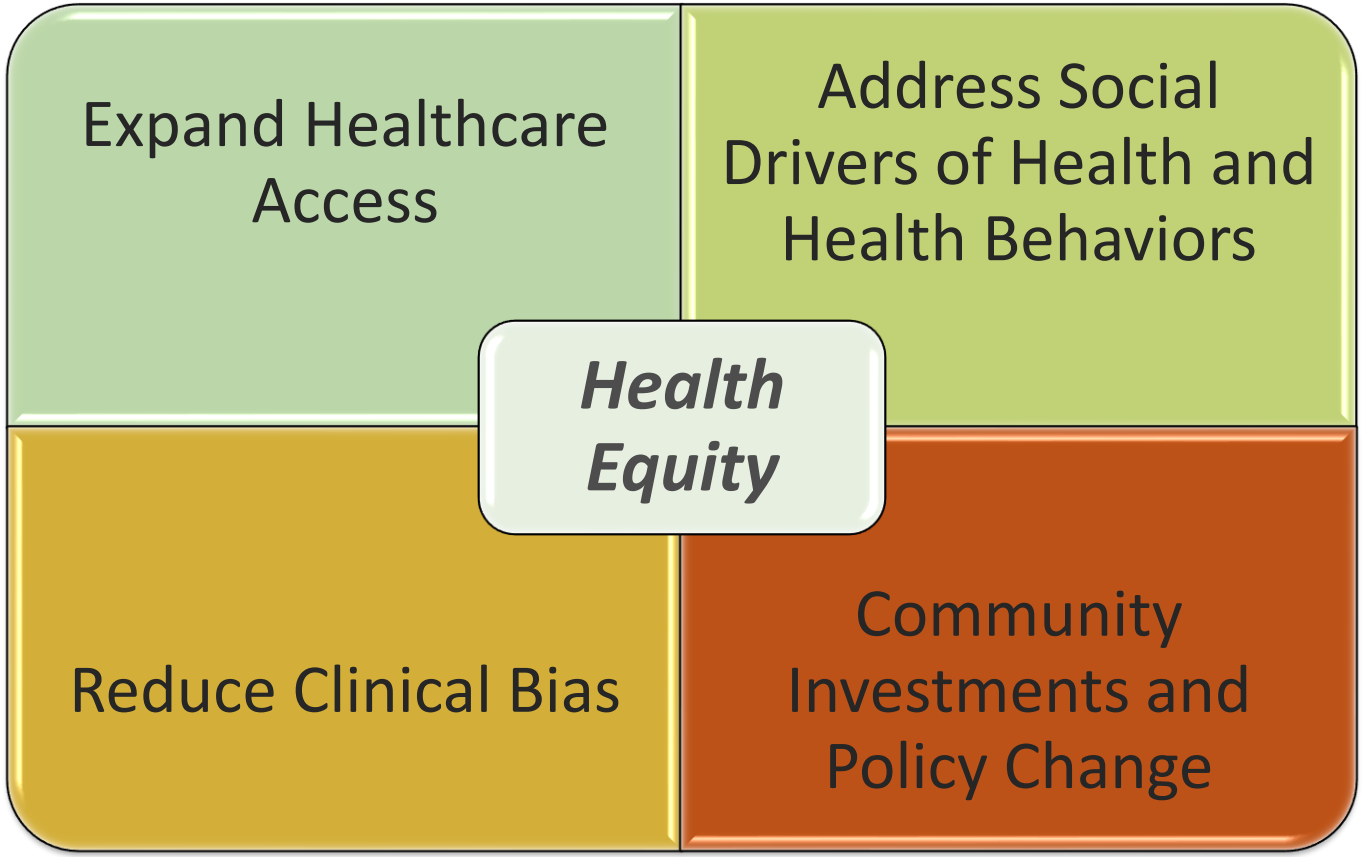
PARKVIEW

Clinic Workflow Implementation

- ***Think Big, Start Small***
    - Prepare – Test – Spread
    - Started with 4 ambulatory pilot sites and growing OP implementation from there
    - IP implementation – preparing for new CMS measure (2024)
- Implementation “tool kit” created
- Workflows could vary between sites/service lines
    - Who introduces the screener, how it is administered, who collects it, how patient will be connected to resources, who has follow-up responsibility
- Program evaluation and monitoring is essential to ensure well-intended policies and programming do not inadvertently worsen disparities
    - User experience observations

PARKVIEW

Parkview's Approach to Health Equity



PARKVIEW

Expand Healthcare Access

- Community Nursing
- Community Health Workers
- Ronald McDonald Care Mobile
- CHL Check-up Days

Community Investments and Policy Change

- Community Health Improvement Program
- Parkview Hospital Investments
- Parkview Governmental Affairs

Address Social Drivers of Health and Health Behaviors

- Veggie RX and Greenhouse programs
- FitKids 360
- CHL programming
- School-based wellness programs
- FAST
- HEAL
- Freedom from Smoking and TFAC
- Healthy food boxes
- Senior's Club and other outreach programs

Reduce Clinical Bias

- Organization Development and Leadership Training
- LEAD Certificate
- Analysis of Parkview Data Stratified by Race, Ethnicity, Gender, and Address

PARKVIEW

Promoting Health through Produce Prescription

- Veggie RX is a fruit and vegetable prescription program designed to address food insecurity and diet-related illnesses by increasing intake of fresh produce.
- All participants received monthly vouchers that could be used to purchase fresh produce from local farm markets.
- Program participants have shown improvements in blood pressure, A1C, general health, and increased fruit and vegetable consumption.

Priority Population

Residents of Allen County with *ONE* of the following health conditions:

- Diabetes or Prediabetes
- Heart Disease (Congestive Heart Failure or Coronary Artery Disease)
- Hypertension
- At-Risk pregnancy

AND *ONE* of the following:

- Medicaid OR Dual eligible Medicare/ Medicaid
- Uninsured
- **Positive screen for food insecurity questions (run out of food monthly)**

PARKVIEW

Food Insecurity Screening

Are the following statements “often true”, “sometimes true”, or “never true” for you and/or your family during the past 12 months?

We were worried whether our food would run out before we got money to buy more.

The food we bought just did not last and we did not have money to get more.

Epic Referral

REFERRAL CODE 260 AMBULATORY REFERRAL TO VEGGIE RX

3 QUESTIONS

PARKVIEW

Food Assistance and Support Team (FAST)

FOOD INSECURITY SCREENING

PROGRAM NAVIGATION

VEGGIE RX TO HEAL

FEDERAL ASSISTANCE NUTRITION PROGRAMS

CONSISTENT ACCESS/ AVAILABILITY/ AFFORDABILITY TO FOODS

PARKVIEW

Joint Commission and Health Equity

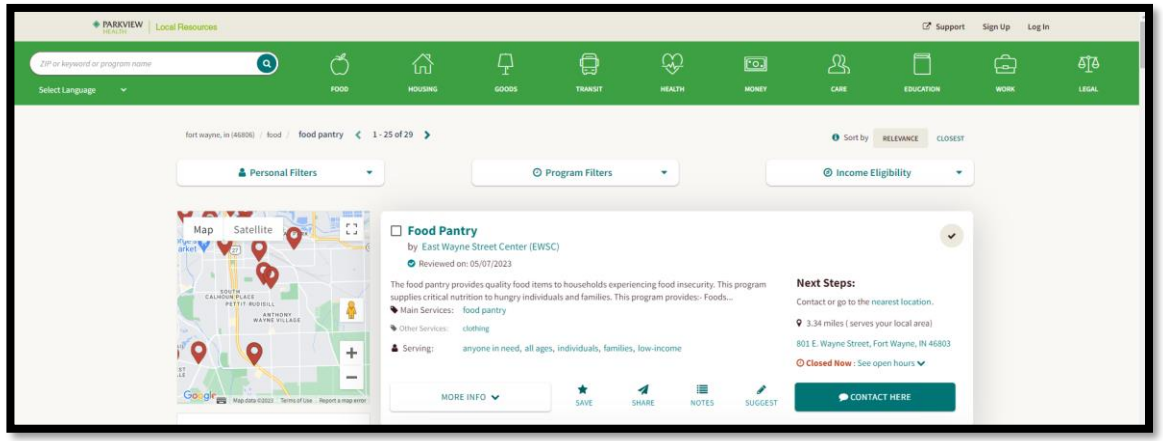
The Joint Commission has recently added “Health Equity Initiatives” as a national patient safety goal, which requires that all organizations have the following in place:

1. Identify an individual to lead activities to improve health care equity.
2. **Assess patients’ health-related social needs.**
3. Analyze quality and safety data to identify disparities.
4. **Develop an action plan to improve health care equity.**
5. Act when the organization does not meet the goals in its action plan.
6. Inform key stakeholders about progress to improve health care equity.

PARKVIEW

Community Resource Directory

- findhelp (*formerly known as Aunt Bertha*)
  - Which version aligns best with Parkview's needs?
    - Navigation with our legal team
    - Integration with Epic
      - Ease of use for end-user
      - Visibility of follow-up/ resources provided
  - Accessibility (patient/public)
    - Panel card
    - Parkview.com
    - MyChart
    - Translate function



Looking Ahead…Growth & Sustainability

- Ongoing program evaluation and monitoring
- Referral/navigation opportunities
  - Streamlined method of identifying internal resources/follow-up workflows
  - Enhancement of staff training/education and demos
- findhelp
  - Interoperability with CBO's
    - Leveraging closed loop referrals
  - Community Engagement for a more robust network of CBO's
  - Documenting interventions within the HER
- Data capture and analysis
  - Consistent definitions and reporting
    - Data dictionary
  - Dashboards

PARKVIEW

Pillars for Success

- Collaboration
- Understanding of current community needs
- Standardize where/when possible
- Leveraging of EMR functionality
- Education

PARKVIEW

Questions?

Dr. Sarah GiaQuinta: sarah.giaquinta@parkview.com

Lisa Knox: lisa.knox@parkview.com

PARKVIEW