



**PATIENT CENTERED
APPROACHES
FOR COLLECTING
NMDOH DATA**

Palak Jalan
COO, AccessHealth

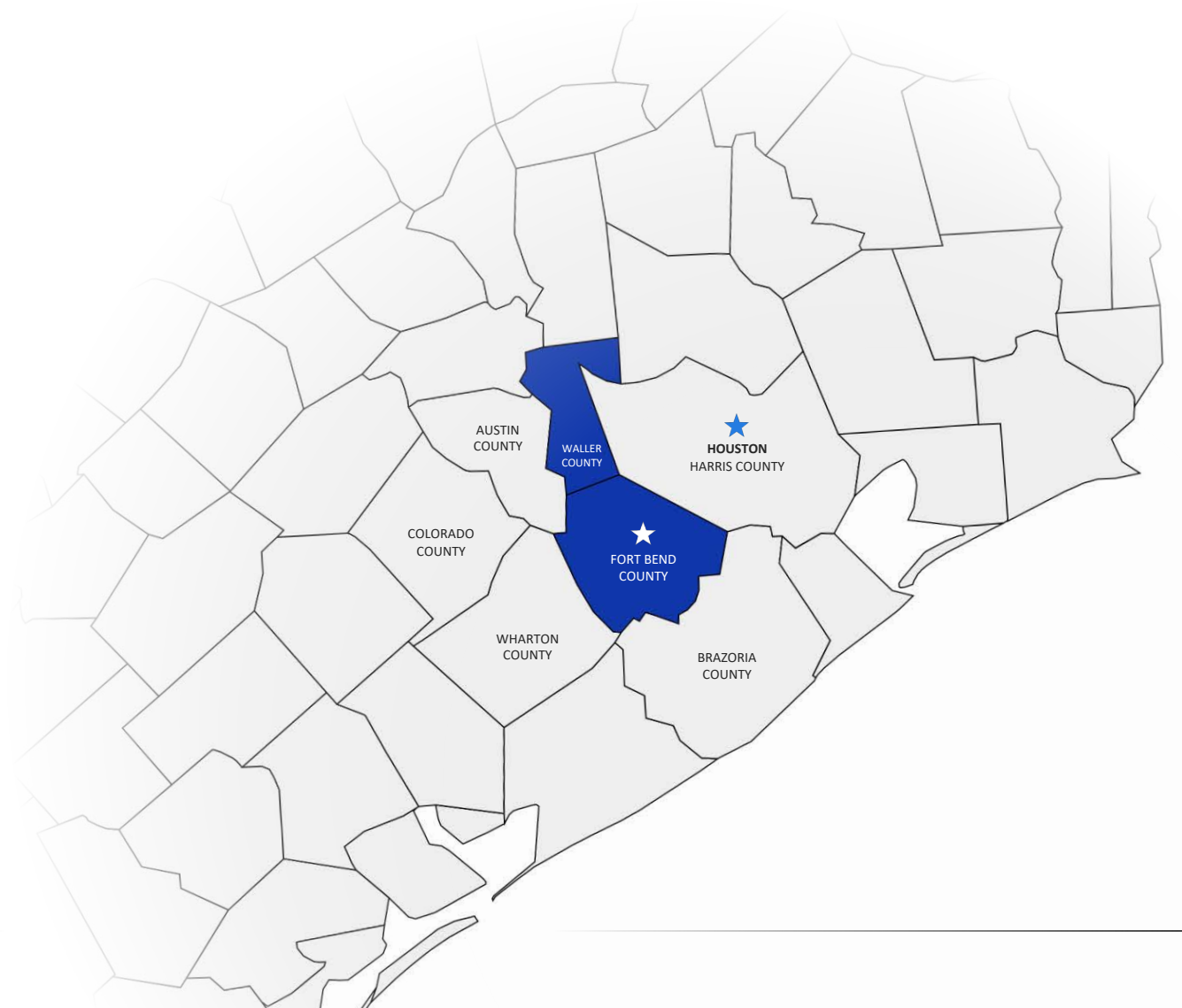
ABOUT ACCESSHEALTH

ABOUT OUR SERVICE AREAS

FORT BEND & WALLER COUNTIES

- Some of the **Fastest Growing** Counties in the U.S.
- Some of the **Healthiest** Counties in Texas
- Population of 889,146 in Fort Bend County
- Population of 59,781 in Waller County
- **38% of Fort Bend County, and 49% of Waller County** is either in Poverty or considered the "low-income working population"
- Fort Bend is **one of the Most Diverse** Counties in the U.S.

Sources: <https://www.census.gov/quickfacts/fortbendcountytexas>,
<https://www.census.gov/quickfacts/wallercountytexas> & <https://www.unitedforalice.org/texas>



OUR LOCATIONS

ACCESSHEALTH LOCATIONS

- A** AccessHealth Brookshire Clinic
- B** AccessHealth East Fort Bend Clinic
- C** AccessHealth Missouri City Clinic
- D** AccessHealth Richmond Clinic
- E** AccessHealth Stafford Clinic

WIC CENTER LOCATIONS

- 1** Brookshire WIC Center
- 2** Bellville WIC Center
- 3** Columbus WIC Center
- 4** Eagle Lake WIC Center
- 5** Hempstead WIC Center
- 6** Katy WIC Center
- 7** Rosenberg WIC Center
- 8** Sealy WIC Center
- 9** Stafford WIC Center
- 10** Weimar WIC Center
- 11** Wharton WIC Center



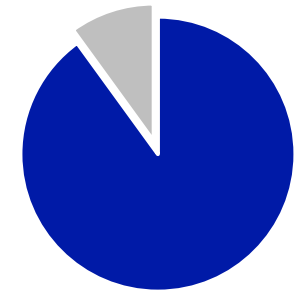
PATIENT PROFILE

accesshealth

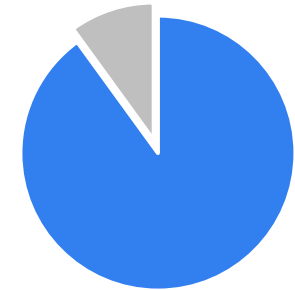
18,627 +

Unduplicated Patients Served at 5 Medical Sites in 2022

38% Male | 62% Female



92% of Patients are Minorities



98% of Patients in 2022 had Household Incomes at or Below 200% of the Federal Poverty Level

BASED ON INSURANCE

54%

Uninsured

10%

Private

32%

Medicaid/CHIP

4%

Medicare

WHAT ARE SDOH/NMDOH

Social Determinants of Health are the non-medical factors that affect a wide range of health risks and health outcomes. They are conditions in which people are born, grow, work, live, and age, and the wider set of forces and systems shaping the conditions of daily life (CDC).

Also referred to as:

- **Non-Medical Drivers of Health (NMDoH)**
- **Social Drivers of Health (SDOH)**



FACTORS AFFECTING HEALTH OUTCOMES

Clinical Care

- Access to Care
- Quality of Care

\$3.5 Trillion

Physical Environment

- Air & Water Quality
- Housing & Transit

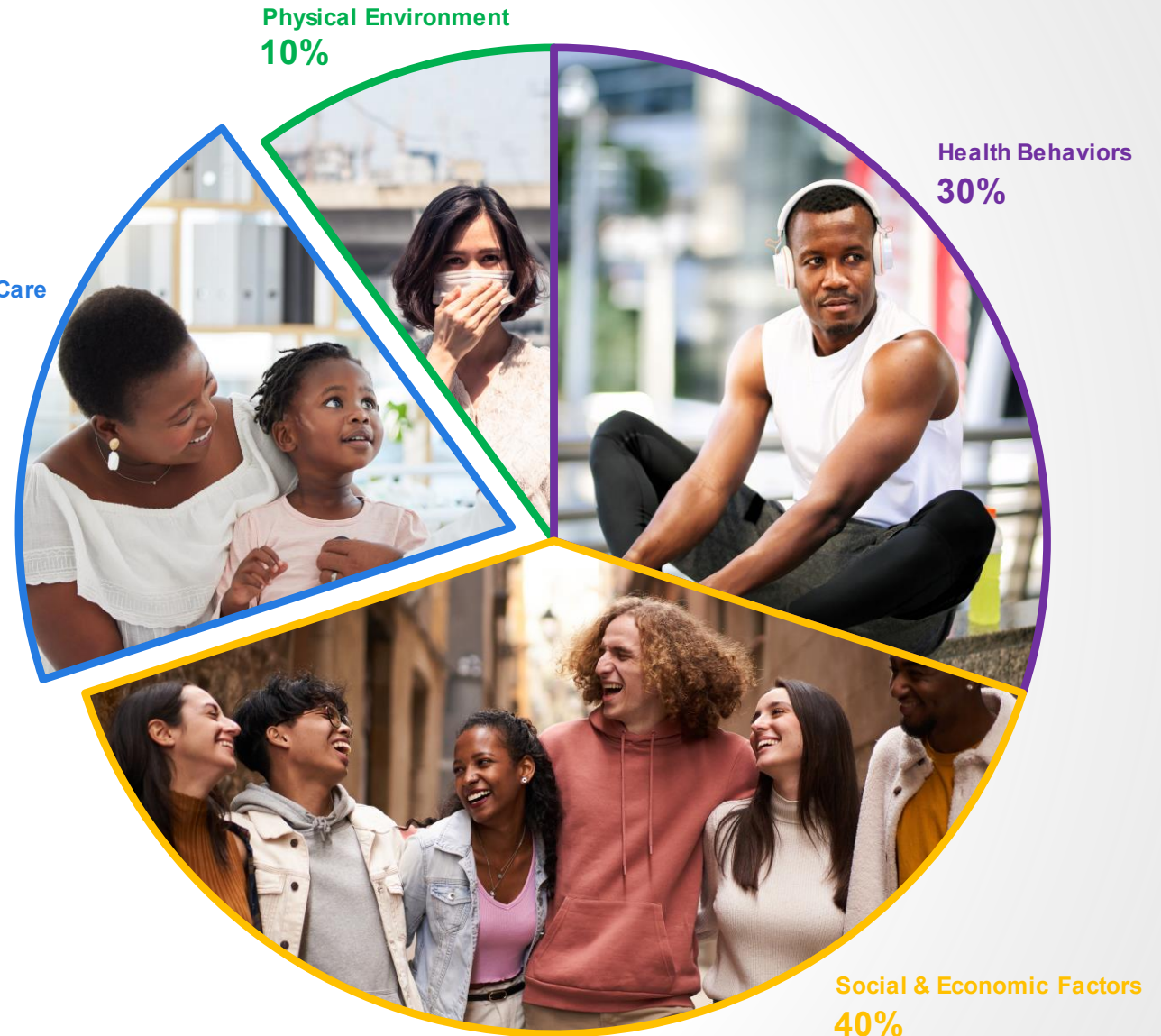
Health Behaviors

- Tobacco Use
- Diet & Exercise
- Alcohol & Drug Use
- Sexual Activity

Social & Economic Factors

- Education
- Employment
- Income
- Family & Social Support
- Community Safety

\$81 Billion



CURRENT SOCIAL & MEDICAL NEEDS SURVEY

ACCESSHEALTH SOCIAL & MEDICAL NEEDS SURVEY

We care about you and your family. Your answers about the factors affecting your health will help us connect you to partnerships in our community. Please ask us if you have any questions associated with this survey. Kindly respond to questions that apply to YOU as an adult (21+) or as a parent.

Relationship to patient

Self Parent Family Relative Other Primary Caretaker

For Office Use Only

Name: _____

Patient #: _____

Opt Out : _____

Yes
 No

EDUCATION AND EMPLOYMENT

1. What is the highest level of school that you have finished, either in the U.S. or in another country? (Choose one)

- Less than high school degree
 High school diploma or GED
 College or Graduate degree

2. Do you want help with school or training?

- No Technical/
 GED Vocational Training
 ESL Community College

3. What is your current work situation? (Choose one)

- Unemployed and looking for work
 Unemployed but not looking for work
 Part-time or temporary job
 Full-time job
 Part-time or temporary job but looking for full-time job

HOUSING and UTILITIES

5. What is your housing situation today? (Choose one)

- I have stable housing
 I do not have stable housing (staying with others such as relatives or friends, in a hotel or shelter)
 I do not have stable housing (living outside on the street, on a beach, in a car, or in a park)

7. In the past 3 months, has the utility company shut off your service for not paying your bills?

- Yes No

8. In the past 3 months, did you worry about clothing for you or your family for work, school, etc.?

- Yes No

CURRENT BENEFITS

4. Please check all the benefits your household receives. (CHECK ALL THAT APPLY)

- Medicaid
 Medicare
 TANF (Temporary Assistance to Needy Families)
 CHIP (Children's Health Insurance Program)
 WIC (Women, Infants, and Children Program)
 Premium Tax Credits for Health Insurance
 SSI (Supplemental Security Income)
 Child support
 Pension/social security
 Social Security disability
 SNAP (Food stamps/Special Supplemental Nutrition)
 Fort Bend County Indigent Care Program

6. If you have housing, do you have any of these problems with your housing situation? (CHECK ALL THAT APPLY)

- None/not applicable
 Bugs (e.g. roaches) or rodents
 General cleanliness
 Crime or safety issues
 Landlord disputes
 Threat of eviction
 Mold or dampness
 Overcrowding
 Lead paint
 Unreliable utilities (e.g. electricity, gas, heat often turned off)
 Medical condition that makes it difficult to live in the current house
 Worry about losing your housing (cannot afford rent or mortgage)
 Other:

FOOD

9. In the past 3 months, did you worry that your food would run out before you got money to buy more?

- Yes No

10. In the past 3 months, did the food you bought run out before you got money to buy more?

- Yes No

11. Would you be interested in receiving additional food resources? (CHECK ALL BOXES THAT APPLY)

- Yes, I would like help signing up for SNAP (Food Stamps)
 Yes, I would like to be connected to local food pantries
 No

LEGAL NEEDS

13. Would you be interested in getting help with any legal matters such as traffic tickets, housing issues, benefits assistance, domestic or guardianship issues?

- Yes No Maybe

14. If yes, what issues would you like to discuss? (CHECK ALL THAT APPLY)

- Traffic tickets and/or other minor violations
 Domestic/relationship issues
 Housing/tenant issues
 Immigration (citizenship/naturalization)
 Special needs education
 Guardianship issues
 Keeping employment
 School discipline
 Workplace safety

RESOURCES

17. If Who would you trust to get advice or information from?

- Church Pastor or Religious
 Elected Official
 Figurehead/GED
 Sport Celebrities
 Your Doctor
 Entertainment Celebrities

TRANSPORTATION

12. In the past 3 months, has a lack of transportation kept you from getting to medical appointments, meetings, work, or from getting things you need for daily living? (CHECK ALL THAT APPLY)

- Yes, it has kept me from medical appointments and/or getting medications
 Yes, it has kept me from non-medical appointments, meetings, or getting things that I need
 Yes, it has kept me from getting to work
 No

HEALTH ACCESS & COMMUNICATION

15. Do you ever need help reading or understanding health information? (During your visit with the provider, your after-visit summary, behavior plans, or prescription information?)

- Yes No

COMMUNITY SAFETY

16. Do you feel physically and emotionally safe in your community?

- Yes No

WE CARE ABOUT YOU

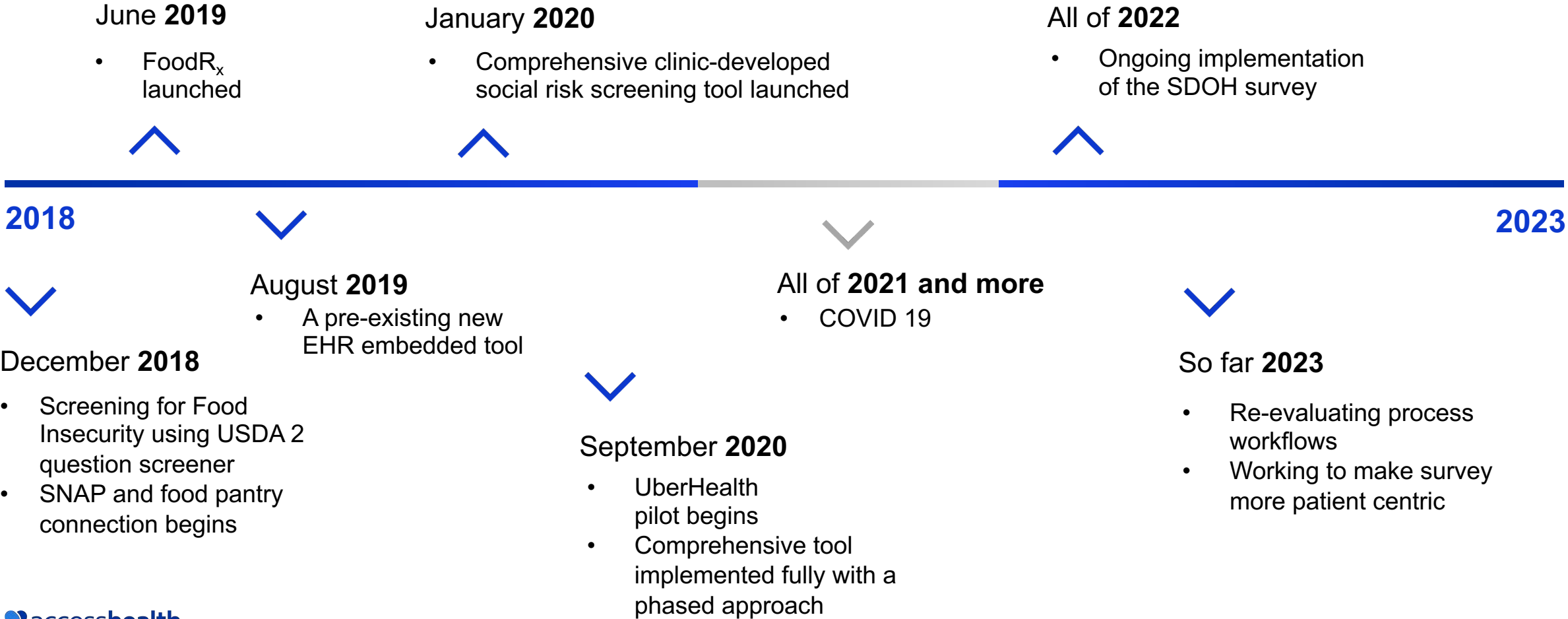
18. If any of your needs are urgent, would you like a member of our team to contact you for assistance?

- Yes No

19. If answer yes to question 18, what is a good time to contact you?

- Early morning 7-9am
 Mid morning 9am-12pm
 Lunch 12-2pm
 Afternoon 2-5pm
 Evening 5-8pm

SDOH SCREENING TIMELINE



SCREENER STEPS

Overview



1

Front desk offers screener to patient



2

Patient fills out screener



3

Nurses or Medical Assistants enter screener info into EHR before being seen by the provider



4

Provider speaks with patient about needs/services

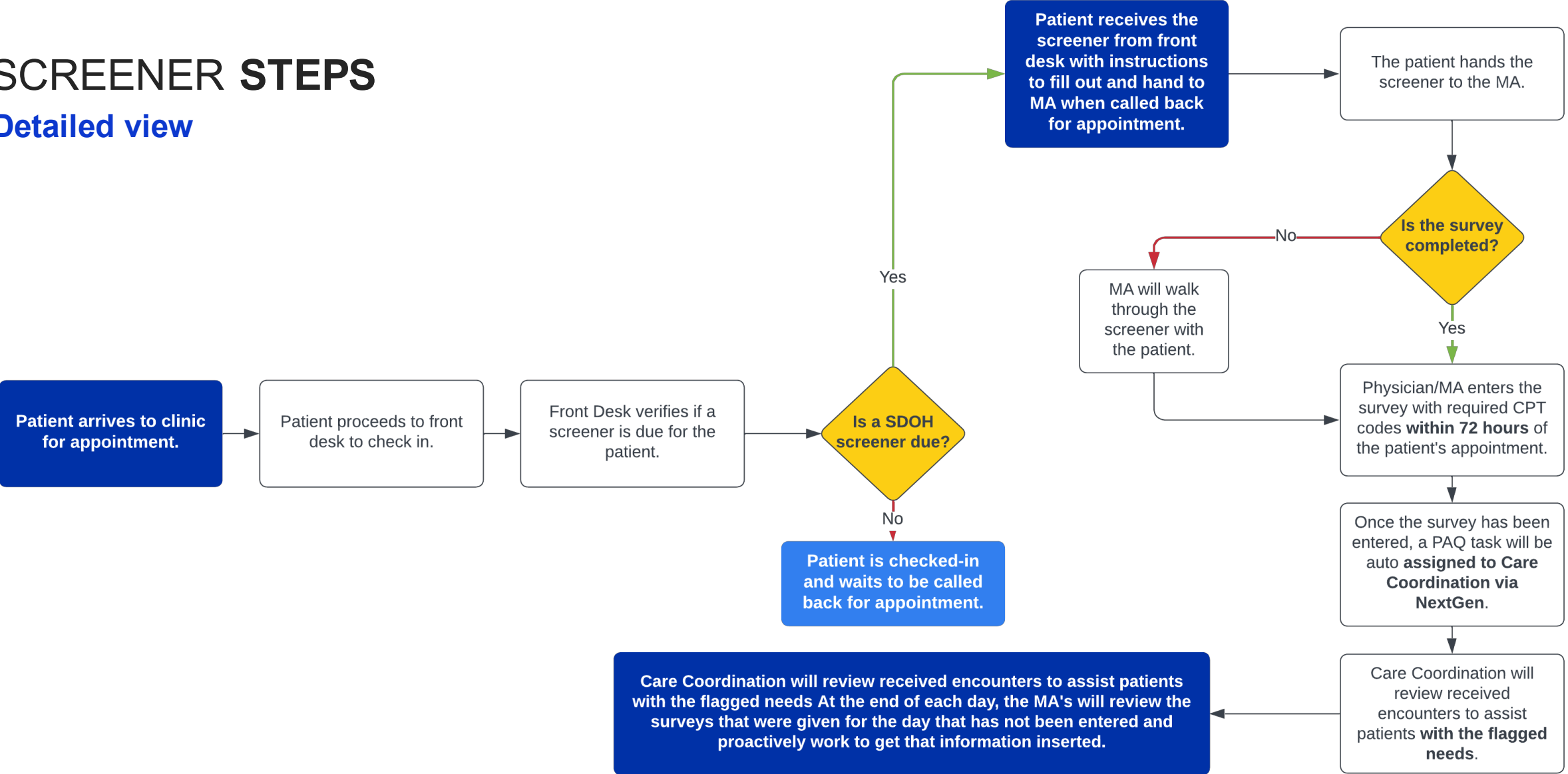


5

Care Coordination/Health Navigator will be notified of patient needs/services for further outreach

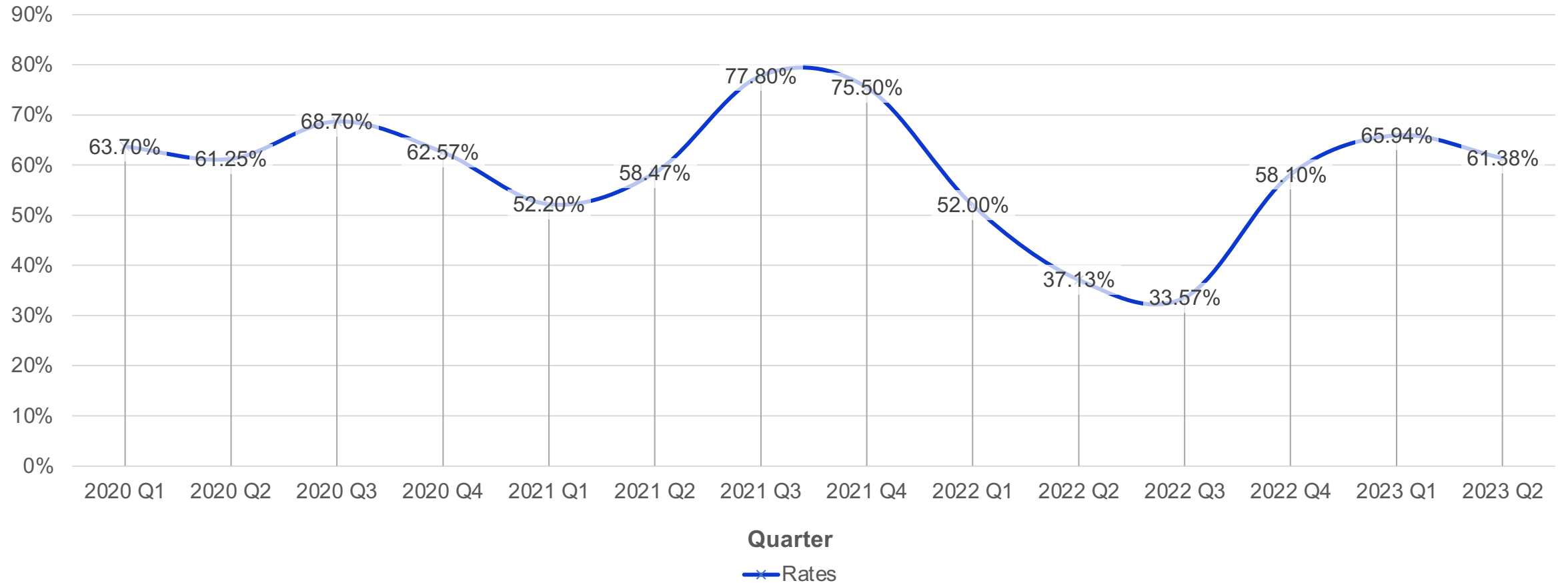
SCREENER STEPS

Detailed view



SCREENING RATES OVER TIME

Screening Rates By Quarter



**PATIENT CENTERED
APPROACHES**



WHY
WHAT
HOW
CQI

ACCESSHEALTH APPROACH

Address Population Needs

At the heart of AccessHealth's mission and vision is a commitment to enhancing health beyond clinical care by addressing both individual and community-level social and economic determinants of health.



DISCUSSING YOUR WHY

Why do you want to **screen** your patients?

Why should your **patients complete** an additional survey?



Why is SDOH a **rising concern**?

WHY
WHAT
HOW
CQI

WHY
WHAT
HOW
CQI

ACCESSHEALTH APPROACH

While existing tools exist such as PRAPARE (Protocol for Responding to and Assessing Patients' Assets, Risks, and Experiences) from the National Association of Community Health Centers (NACHC) or the AHC-HRSN (Accountable Health Communities' Health-Related Social Needs Screening Tool) from the Centers for Medicare and Medicaid Services (CMS)

AccessHealth is electing to use a custom in-house screener. Utilizing a custom screener allows us to:

- Tailor our questions to our patient population
- Utilize communication methods that best suits our patient population
- Connect our patients to the most appropriate resources within the community
- Patient and staff feedback
- Address literacy and comprehension barriers



WHY
WHAT
HOW
CQI

DISCUSSING YOUR WHAT

What tool do you want to use and why?

What resources are available for your **patient population(s)**?



What can you do to **enhance your patient experience**?

What communication tools are appropriate for your **patient population(s)**?

ACCESSHEALTH APPROACH

AccessHealth **considered two workflow integration approaches** for the implementation of the Social Needs Survey

Modifying the Existing Food Insecurity Workflow	Splitting Steps Between Front Desk & Clinical Teams
Front Desk is responsible for completing all steps of the process	The responsibility is split between the front desk and clinical staff
Provider cannot review the screener directly in EHR	The provider can view data in EHR once the clinical staff has entered it or review the paper form

It was found that splitting the responsibilities yielded the better implementation experience

WHY
WHAT
HOW
CQI

WHY
WHAT
HOW
CQI

DISCUSSING YOUR HOW

How do you integrate patient feedback to decide the appropriate **implementation** approach?

How do you **support patients** filling out the survey?

How do you **integrate different teams** within the SDOH process?

How do **ensure visibility and integration**?



ACCESSHEALTH APPROACH

AccessHealth **experienced many successes and challenges with implementation** and was also able to identify areas of improvement to enhance our patient and staff experience.

WHY
WHAT
HOW
CQI

Successes	Areas of Improvement	Challenges	Steps to Improve
Staff and Leadership buy-In	Resources for improving the process	Staffing and turnover	Reiterate the purpose behind the survey and working more closely with each team from all sites
Scale	Audits	Modifications and EMR	Including in orientation and onboarding
Better understanding of clinical workflows	Acknowledging staff “wins” to improve morale	Patient concerns about data privacy	Educating our staff on key patient talking points
Adjustments to screener that include Spanish translation	Creating additional value from the screening process	Patient concerns about the end goal and/or how will they be helped	Highlighting patient success stories

THANK YOU

Palak Jalan, Chief Operations Officer

pjalan@myaccesshealth.org

www.linkedin.com/in/palakjalan

